



Position Opening for DIRECTOR

*First consideration given to
applications received by:
June 11, 2012*

ABOUT THE ORGANIZATION

Skagit 911 is a non-profit public safety communications center that was formed in October 1998 by an inter-local contract agreement between the public safety agencies in Skagit County. The purpose of its formation was to provide a centralized, cost effective communications center designed to serve all law enforcement, fire and EMS agencies in the County. In addition, emergency service monitoring is provided through contractual agreements with other non-public safety agencies such as United States Forest Service, Island Hospital and Central Valley Ambulance Authority.

Skagit 911 has 43 FTEs with a 4.2 million dollar budget for 2012.

OUR MISSION

“Respect, Protection and Safety for all in our community.”

OUR CORE VALUES

Accountability, Compassion, Ethics & Service

ABOUT THE POSITION

The Skagit 911 Director is responsible and accountable for the overall supervision and management of the Skagit 911 Communications Center. The Director oversees agency activities toward accomplishing the mission and goals as established by the Emergency Management Council. The Director position is appointed by and serves at the will of the Emergency Management Council.

JOB DESCRIPTION

ESSENTIAL FUNCTIONS

1. Responsible for oversight of day-to-day operations and administration of the dispatch center.
2. Carries out the policies adopted by the Skagit County Emergency Management Council, meeting regularly with the Council to receive direction, make reports, and discuss issues. Assists in meeting facilitation to encourage productive interchange among jurisdiction representatives. Keeps Council fully informed of critical information related to the functioning of the agency.
3. Provides overall leadership to entire organization to ensure individuals work collaboratively to reach organizational goals.
4. Directs and supervises assigned personnel including selection, training, coaching, discipline, and timely performance evaluations. Oversees programs and standards for the recruitment, selection, labor relations, and oversight of all Center personnel.

5. Performs short and long range planning to ensure continued reliable emergency communications for user agencies. Defines goals and objectives for the agency with the approval of the Emergency Management Council.
6. Coordinates with the various agencies and jurisdictions served, creating communications processes, feedback opportunities and complaint response procedures. Coordinates operations with the Skagit 911 Technical Committees (fire, law enforcement and EMS) establishing Center direction to be carried out with the approval of the Emergency Management Council.
7. Ensures that the Center is in a state of perpetual readiness through regular testing, exercise and maintenance programs.
8. Creates, implements and monitors personnel policies, standard operating procedures and training programs, manuals and materials.
9. Coordinates equipment maintenance, repair, upgrades and replacements of all 911 equipment.
10. Maintains fiscal management oversight including budget monitoring, appropriate reporting, and timely grant management. Reports budget status and variances regularly to the Council and committees.
11. Oversees accounts payable, accounts receivable, payroll, and contract management for the Center.
12. Acts as liaison with local, state and federal officials and agencies, as well as the news media, citizen interest groups and the general public. Represents Skagit 911 in various meetings and forums.

OTHER JOB FUNCTIONS

1. Performs other duties, projects or assignments as requested by the Council or subcommittee.
2. Must be willing to maintain and gain professional and technical expertise through continuing education and membership in professional organizations which can involve travel outside the local area.

QUALIFICATIONS

Knowledge, Skills and Abilities

- Knowledge of equipment and systems associated with emergency communications such as radio communications systems, Computer Aided Dispatch (CAD) systems, emergency telephone systems, as well as changing and emerging technologies associated with such systems.
- Maintains knowledge of local and national best practices, trends, procedures and laws that affect the operation of the 911 Center.
- Demonstrated skills in management of human resources including labor relations, budgets and grants, public/media relations and customer service.
- Must have strong interpersonal skills. Must possess excellent written and verbal communication skills. Ability to effectively communicate with staff, emergency services entities, and the public.

- Must be team oriented.
- Ability to plan, organize, schedule, and manage personnel, programs and projects.
- Service-oriented and ability to work effectively with internal customers (cities, fire districts, etc.) as well as external customers (general public) for maximum customer satisfaction.
- Must be politically astute and able to exercise decorum and discretion.
- An effective decision maker, who makes short and long range plans, programs and goals.
- Must be skilled in analyzing situations, assessing alternate solutions, and recommending an effective course of action.
- Possesses a strong sense of collaboration and transparency.

Education and Experience

- Bachelors degree in public or business administration or a related field.
- Three or more years of management experience, including supervision required.
- Experience in the field of emergency communications required.
- Leadership/management experience in a multi-jurisdictional, multi-discipline agency preferred.
- Other combinations of education and experience that provide the incumbent with the necessary qualifications may be considered.

Licenses and Other Requirements

- Must be able to pass a pre-employment background check.
- Valid Washington State driver's license and proof of insurance at time of hire and throughout employment for work-related travel.

WORKING CONDITIONS & PHYSICAL DEMANDS

Work is performed in a fast-paced office environment located within a communications center setting. Incumbent will be exposed to stressful situations in providing support to 911 Dispatchers. . Incumbent must be able to effectively utilize computers and related software, computer printers, photocopier, telephone system (multiple line), and fax.

Essential job functions involves walking, talking, hearing, using hands to handle, feel or operate objects, tools, or controls, and reaching with hands and arms. Vision abilities required by this job include close vision and the ability to adjust focus. The employee may be required to push, pull, lift, and/or carry up to 20 pounds. The noise level in the work environment is usually moderately quiet.

PAY & BENEFITS

Skagit 911 offers a competitive salary based on qualifications and excellent benefits package.

TO APPLY

For application materials please go to www.skagit911.com (Employment). Applications received by **June 11, 2012** will receive first consideration. Skagit 911 will make reasonable accommodation upon request for those individuals with disabilities. Equal Opportunity Employer.