



# SKAGIT 911 JOB DESCRIPTION

## EXECUTIVE DIRECTOR

Reports To: BOARD OF DIRECTORS

Adopted: 5/8/24

### SUMMARY

FLSA-exempt position with full responsibility and accountability for ensuring that all the Center's activities are performed within the scope of all federal and state laws covering public safety emergency dispatch services. This position oversees and directs all operations and staff of Skagit 911 Communications Center to ensure the provision of emergency services to the public. The Director is responsible for the fiscal management of Skagit 911. This position works with considerable independence under the general direction of the Board of Directors through its Chairperson, collaborates with the Board, and directly supervises management-level professional and technical personnel.

### ESSENTIAL FUNCTIONS

#### Operational Oversight:

Responsible for all aspects of the Skagit 911 emergency communications strategies and systems, ensuring timely and adequate delivery of public safety emergency dispatch services.

Ensures compliance with applicable state and federal laws and regulations; prepares and implements the emergency operations plan of the 911 network. Ensures that the Center is in a state of perpetual readiness through regular testing, exercises, and maintenance programs.

Administers the programs and operations consistent with policies adopted by the Board. Meets regularly with Board members to provide information and receive directions.

Performs short- and long-range planning consistent with the Skagit 911 strategic plan to ensure continued reliable emergency communications. Evaluate and prioritize goals and objectives to meet the Center and communities' needs while completing the mission and vision of Skagit 911.

Exemplifies the core values of Skagit 911 in all their actions and decisions.

#### Collaboration:

Proactively works with the Skagit 911 Board of Directors and partner agencies to develop and grow services to fit the needs of the community and meet or exceed public safety communications standards.

Analyzes and evaluates public safety protocols and makes recommendations to public safety stakeholders for standardization and the effective delivery of emergency communications services. Coordinates with the various agencies and jurisdictions served, creating communications processes, feedback opportunities, and complaint response procedures.

Acts as liaison with local, state, and federal officials and agencies, as well as the news media, citizens' interest groups, and the general public. Acts as a Public Information Officer (PIO) for the Center.

Represents the Center on a variety of standing and special committees on local, regional, and national levels.

#### Leadership and Management:

Provide effective leadership and direction to the 911 Communications Center staff.

Foster a positive and collaborative work environment for both internal staff and external agency partners.

Directly and indirectly supervises and evaluates all personnel as defined under the Center's chain of command, which may include reviewing and interviewing applicants, scheduling employees' work hours, planning/making work assignments, providing training and corrective instructions, evaluating performance, and maintaining discipline.

**Training and Development:**

Approve, implement, and monitor standard operating procedures and training programs, manuals, and materials. Ensures that training programs meet federal, state, and vendor standards to maintain required credentials.

Provides oversight of training programs for all staff to enhance their skills and keep them informed about new procedures and technologies.

**Technology and Facility Management:**

Supervises the operations of the E-911 and radio systems integrity and security. Confirms all technical and information systems and infrastructure meet operational needs, are within legal codes and requirements, and function appropriately and securely.

Oversees and approves facility and equipment maintenance, repair, upgrades, and replacements of all Center property, technologies, and resources to ensure the Center is keeping up with public safety technology and workplace safety standards.

**Budget Management:**

Acts as the Board's financial officer for Skagit 911, with all disbursements to be approved by the Board.

Develop and manage the financial strategies for the Center's current and future success. This includes oversight of the accounts payable, accounts receivable, and payroll.

Approves discretionary budget funds and line-item changes when necessary as well as guides the Center's finances to stay within the agency budget that is approved by the Board of Directors. When necessary, seek approval from the Board of Directors for budgetary amendments and changes.

**PERIPHERAL FUNCTIONS**

Attends conferences, training, seminars, and meetings outside the local area.

**KNOWLEDGE, SKILLS and ABILITIES**

Thorough working knowledge of public safety telecommunication systems and related equipment, dispatching and call-receiving techniques, practices, procedures, and protocols.

Modern principles, practices, and procedures of public sector management including staff supervision and evaluation techniques.

Public sector budgetary, financial, and accounting practices.

Strong managerial experience and proven, effective leadership skills and conflict resolution.

Strong relationship building with staff, stakeholders, partner agencies, Board members, and the general public for maximum customer satisfaction.

Working understanding of Microsoft Office products, emergency dispatching software, and technologies (Spillman CAD- preferred).

Excellent verbal and written communication skills. Excellent organizational and prioritization skills to accomplish the day-to-day operation tasks which may require multi-tasking, quickly changing priorities, and the flexibility to respond to crises.

Program management experience and the ability to lead the agency forward while aligning with strategic priorities and goals. Able to negotiate and mediate on issues with staff and the Union, collaborating with emergency services entities and the public, with the ability to build understanding, inspire trust, and loyalty.

Able to establish high standards of performance for the Center, and willing to make difficult personnel and operational decisions.

## **EDUCATION AND EXPERIENCE**

Bachelor's degree in business or public administration or public safety-related field or an equivalent combination of education, training, and experience.

A minimum of five (5) years of progressively responsible management experience in the Public Safety emergency service field. Five (5) years of supervisory experience at the mid-management level or above.

## **DESIRED QUALIFICATIONS**

Three (3) years or more as a senior-level manager of a Public Safety entity or equivalent.

Knowledge of CALEA, NENA, and APCO standards.

The following professional certifications are also desirable: Center Manager Certification Program (CMCP), Registered Public-Safety Leader (RPL), and Certified Public-Safety Executive (CPE).

## **WORKING CONDITIONS**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodation.

Work is performed in an office environment located within a communications center setting. Regularly travels to local and regional Communication Centers, Police Stations, Fire Departments, and City, County, or State facilities for meetings, both private and open to the public.

Work 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. Hearing and speaking to exchange information, both in person, on the telephone, and via computer.

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 but could be exposed to loud levels of noise due to multiple people speaking, and/or emergency alarms.

Infrequently the incumbent may be required to travel to radio sites to review and evaluate the equipment and site security. Travel may be by vehicle, 4-wheeler, and traveling on unlevel terrain. Visits to radio sites may occur in inclement weather conditions.

May be required to work variable hours and days of the week including weekends, nights, and holidays. Required to carry a cell phone and respond to emergencies when necessary or establish contingency plans for leadership in emergencies when unavailable to respond.

Skagit 911 is an equal opportunity employer. Requests for reasonable accommodation of a disability should be directed to the Skagit 911 Human Resources department.

## **OTHER REQUIREMENTS**

Must be able to pass a pre-employment background check.

Washington State Driver's License and good driving record.

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**Notice:** *The above job profile does not include all essential and nonessential duties of this job. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload as needed.*