



SOUTH SOUND **911**

Pierce County, Washington

EXECUTIVE DIRECTOR

\$189,000 - \$225,000

Plus Excellent Benefits

Apply by

January 19, 2020

(first review, open until filled)



WHY APPLY?

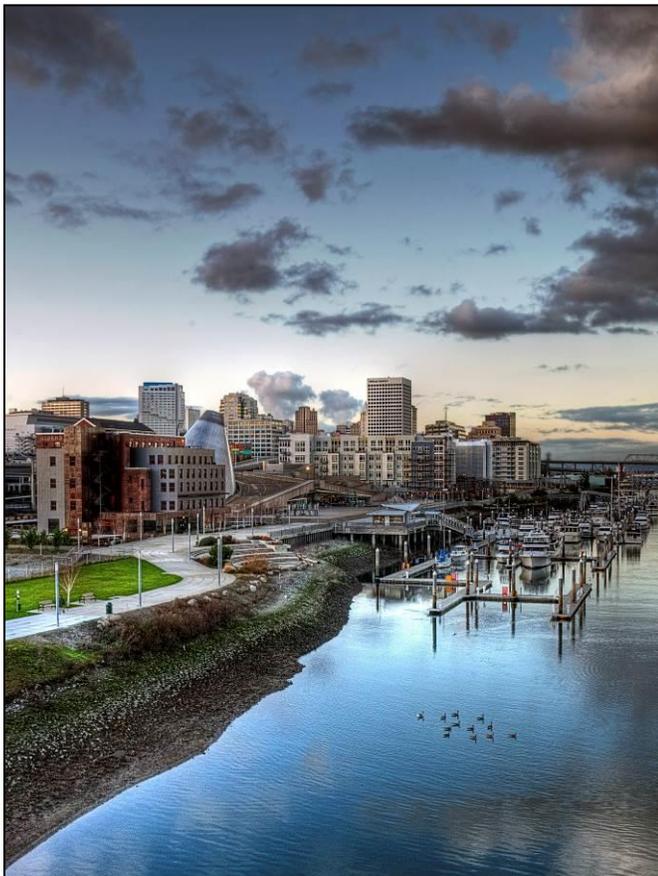


Headquartered in Pierce County, Washington at the foot of majestic Mount Rainier and along the shores of the Puget Sound, South Sound 911

is the result of collaborative problem-solving efforts between five 911 centers and the Pierce County community, and is recognized as an expert in building police and fire dispatch interoperability.

The Pierce County area is full of vibrant communities that offer countless cultural and educational opportunities. The nearby Cascade and Olympic mountain ranges, the waters of the scenic Puget Sound, and the County's many parks, including the 702-acre Point Defiance Park, offer a wealth of outdoor recreation opportunities.

This position is an excellent opportunity for a talented, self-driven executive professional to thrive within an excellent agency known for its ability to operate smoothly and efficiently, and to work for a supportive board in one of the most beautiful areas in the Pacific Northwest.



THE COMMUNITY

Pierce County has a population of approximately 850,000 residents and covers 1,794 square miles. It is one of the largest and fastest growing counties in Washington and has thriving cities, rich agricultural land, and many small communities that contribute to its character and exceptional quality of life.

Along with many other recognized communities, there are 23 cities and towns in Pierce County, including Tacoma, Puyallup, University Place, Lakewood, Bonney Lake, Fife, Edgewood, Gig Harbor, DuPont, and more. The county seat of Tacoma is the largest city, with a population of 210,000 residents and is centrally located just 32 miles south of the City of Seattle and 31 miles north of the state capital, Olympia.

The City is also home to the Port of Tacoma, the seventh-largest container port in the United States. Like most cities in the northwest, Tacoma is surrounded by beautiful nature, giving residents many opportunities for woody adventures. The City also has a revitalized downtown that caters to residents and visitors alike with its waterfront activities, shopping, fine dining, theaters, award-winning architecture, world-class museums, and art galleries. Downtown's Cultural District is the site of the Washington State History Museum, Museum of Glass, the Tacoma Art Museum, and America's Car Museum.

Lakewood is the host community to Joint Base Lewis-McChord, located along the I-5 corridor. JBLM is the Defense Department's premiere military installation on the West Coast, providing world-class installation support to more than 40,000 active Guard and Reserve Service members and about 15,000 civilian workers. The base supports 60,000 family members who live on and outside the base and nearly 30,000 military retirees living within 50 miles.

Pierce County is also home to the Washington State Fair in Puyallup, which is the largest single attraction held annually in the State of Washington, along with the iconic 14,000-foot tall Mount Rainier and 369 square-mile Mount Rainier National Park. The County hosts more than 5 million visitors each year. The City of University Place is home to Chambers Bay, one of the top public golf courses in the nation and the first golf course in the Northwest to welcome the U.S. Open Championship.

THE ORGANIZATION

Authorized by a 0.1 percent sales tax increase in 2011 to support public safety in Pierce County, the community's five 911 centers consolidated under South Sound 911, and an integrated, reliable radio system is continually being built to provide better protection for first responders and safer communities. The agency is now operating two 911 centers in Pierce County, which together answer over 900,000 emergency and non-emergency calls annually for 19 law enforcement and 22 fire/EMS agencies. The public safety departments currently have over 4,500 South Sound 911-funded new public safety radios in use, and in 2021 the agency expects to complete construction of a new state-of-the-art facility; a public safety communications center (PSCC) in Tacoma, where all of the agency's operations and administrative services will be consolidated under one roof.

South Sound 911's Executive Director previously reported to two governing boards: the Policy Board and the Operations Board. However, in 2019, South Sound 911 transitioned from an interlocal administrative agency to a Public Development Authority. After the transition, South Sound 911 will be governed solely by an 11-member Board of Directors to which the Executive Director will report. The organization has 6 departments including 911 Communications, Budget & Finance, Community Relations, Human Resources, Records, and Technical Services. The 2019 Budget for South Sound 911 includes revenues of \$48M, general operations of \$42M, capital projects of \$66M, debt service of \$5.7M, a transfer of \$1.5M to the Radio Fund, and a transfer of \$2.3M to the facility reserve fund.



The organization employs approximately 230 personnel; many of whom work various shifts to provide 24-hour service for 911, dispatch, law enforcement records management, information technology, and administration. Services provided by South Sound 911 include 911 & Dispatch, Background Checks, Concealed Pistol Licenses, Law Enforcement Records Management System (RMS), Criminal Justice Info Requests, Police/Sheriff Reports, Fingerprinting, Firearms Dealer Licenses, and Public Records Requests.

South Sound 911 has been prominently featured in an Association of Public-Safety Communications Officials (APCO) magazine article for the agency's achievements and expertise. As well, in 2018, South Sound 911 announced a partnership with Joint Base Lewis-McChord to provide access and support for their regional computer-aided dispatch (CAD) system which unites the county's 41 local police and fire agencies with the military installation, providing a more regionalized, coordinated emergency response system. In 2019, the organization launched new services and partnerships including text-to-911 and PulsePoint Respond, and broke ground for their public safety communications center (PSCC).

THE POSITION

Under the direction of the Board of Directors, the position serves as the Executive of the agency and directs all operations. The Executive Director plans the future direction of the agency, and assures objectives are met while directing the agency's day to day operations. The new Executive Director will be committed to work force equity and will have the ability to work effectively with a diverse workforce of talented men and women.

Other responsibilities include:

- Responsible for administration of the agency, presentation of an annual budget, overseeing agency personnel, dispatching, records, communications security and other communications center functions in conformance with the policies adopted by the Board of Directors.
- Coordination with emergency communications organizations at the regional and state level.
- Meet with management and staff to review, plan and discuss policies, programs, strategies and issues of concern.

- Work with the Board of Directors in development of budget goals and objectives, proposed fees and assessments and the required financial participation of member and non-member agencies.
- Meet with board members to discuss the conditions and needs of the agency, prepare reports, recommendations or respond as needed or as requested by the Board.
- Submit to the Board, the annual budget for the agency; control expenditures as required.
- Sign and review a variety of official documents assuring compliance with established policies, guidelines and appropriate regulations and laws.
- Supervise, evaluate and direct the work of subordinate staff; manage selection of department directors; review and approve disciplinary action and termination as appropriate.
- Attend, chair and provide general leadership to various administrative boards, committees and meetings.

OPPORTUNITIES & CHALLENGES

South Sound 911 Governance Structure: The new Executive Director will lead the implementation of a new Public Authority governance structure, with accountability to a new 11-member Board of Directors comprised of a regionally represented group of elected officials. The Director will also provide support for a 15-member Operations Committee comprised of police chiefs and fire chiefs.

Public Safety Communications Center (PSCC) Transition: On time and within budget, the Executive Director will lead the completion of the new PSCC building, and prepare for the successful organizational move to new facilities, to ensure system integrity and effectiveness, and to facilitate a new integrated operational model – to include universal call-taking. This will be the first time Law Enforcement and Fire communications will work together under one roof.

Next-Generation 911 (NG-911): The Executive Director will prepare for the new digital technology on a regional, State-wide, and national basis, to meet the expectations of public safety information-sharing and emergency response. Emphasis must be placed on advancing technologies to support public safety communications interoperability.

On-going Support to Police and Fire departments: The new Executive Director will ensure the delivery of professional support and customer service to all 19 police departments and 22 fire departments in South Sound 911's Pierce County service area, to make sure their on-going needs are met as well as their expectations for new technology. Advocate for a unified single radio system for public safety stakeholders, and lead the implementation of an upgraded Law Enforcement Records Management System (RMS) as a priority.

Organizational Development and Transition: The Executive Director will continue the development of an organizational culture and identity to support a new public safety organization with many employees from what were previously five different agencies.

Long-term Financial Planning: The new Executive Director will lead strategic consensus building among numerous governmental stakeholders in preparing for the future sustainability of financial support for public safety communications, including dispatch and radio, as well as law enforcement information systems. This will include strategies in response to the sunset of the voter-approved sales tax in 2037.

IDEAL CANDIDATE

Education and Experience:

Graduation from an accredited four-year college or university with a degree in public administration or related area is required. Ten (10) years of senior-level management experience managing a complex organization is ideal. A master's degree in a related field and management experience in city/county management, public safety, emergency communications, or 911 operations is preferred.



Necessary Knowledge, Skills, and Abilities:

- Fiscal management and budget preparation knowledge, and the ability to prepare and monitor the agency budget.
- Ability to compile and analyze information and data and prepare reports.
- Proficient with standard suite of Microsoft Office software and database applications.
- Ability to communicate efficiently and effectively both orally and in writing using tact, patience and courtesy, and organize work to meet schedules and timelines.
- Demonstrated experience maintaining cooperative and effective working relationships with others.
- Ability to analyze situations quickly and adopt an effective course of action within a collaborative atmosphere and follow safety rules and regulations.
- Extensive knowledge of, and the ability to work in an Incident Command System.
- The selected candidate must maintain a current understanding of applicable financial and budget laws, codes, regulations, policies and procedures.
- Experience working confidentially and with discretion and maintaining a professional demeanor while resolving emotional issues with personnel at all levels of the organization.
- A detailed understanding of the operation of a public safety agency.

Candidates may possess any combination of relevant education and experience that demonstrates their ability to perform the essential duties and responsibilities.

COMPENSATION & BENEFITS

- **\$189,000 - \$225,000 DOQ**
- Excellent Medical, Dental, and Vision Insurance
- Life and Long-Term Disability Insurance
- Employee Assistance Program
- Wellness Program
- Washington PERS
- 12 Sick Days
- 12 Holidays
- 12 Days' Vacation
- 401(a) Social Security Replacement Plan (6.2% Match)
- Deferred Compensation Program
- Optional Short-Term Disability

**For more information, please visit:
www.southsound911.org**



South Sound 911 is an Equal Opportunity Employer. All qualified candidates are strongly encouraged to apply by **January 19, 2020** (first review, open until filled). Applications, supplemental questions, resumes and cover letters will only be accepted electronically. To apply online, go to **www.prothman.com** and click on "submit your application" and follow the directions provided. Resumes, cover letters and supplemental questions can be uploaded once you have logged in.



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