

# **COWLITZ 911**

**Police • Fire • Medical**



**Cowlitz 911 Executive Director**

**Job Opening Profile**

**2024**

## **Why Should You Apply?**

This is an exciting opportunity for an experienced, innovative leader to continue to improve an already high-functioning Emergency Communications Center (ECC). The vision for Cowlitz 911 is for the organization is to become one of the most exemplary ECCs the Pacific Northwest, building on a foundation that includes a brand new state of the art center, upgraded NG911 technology, an emergency communications sales tax revenue funding stream, public-safety agencies, Board members who work well together, and highly-skilled, dedicated dispatchers, and administrative staff members.

Cowlitz 911 is an independent agency serving the people of Cowlitz County, located between the Cascade Mountains and the Pacific Ocean beaches. The region is considered one of the Northwest's best outdoor playgrounds which offers fishing, hunting, hiking, camping, boating, mountain climbing, and skiing.

If you're looking for a challenging and rewarding career opportunity, this is the right position for you!



## **The Position**

Under the direction of the Cowlitz 911 Public Authority Board of Directors, the Executive Director manages, administers and directs the activities, programs and operations of Cowlitz 911.

The Executive Director researches, develops, implements, and oversees the programs and services at the organization, ensuring the highest service standards to the public and user agencies. Collaboration with user agencies is paramount in development of programs and services.

This position leads and supervises the administrative and operations staff; manages the agency's budget including preparation and oversight; and researches and recommends equipment and technology replacements and/or upgrades to maintain operational readiness and efficiency standards.

## The Organization

The Cowlitz 911 ECC serves as the primary Public Safety Answering Point (PSAP) for thirteen (13) law enforcement, fire and medical response agencies in Cowlitz County. The organization's service area covers over 1,166 square miles and serves a population of 111,800 citizens, and answers an average of 210 emergency 9-1-1 calls and 400 business calls per day.



Cowlitz 911 is a Public Authority governed by an Executive Board consisting of 9 members and alternates from the public safety community and local government agencies, including the Sheriff, Police Chiefs, City Managers, City Council Members, Fire Commissioners, Fire Chiefs and a County Commissioner.

The agency is funded through state and local E911 phone excise taxes; an E911 State Office professional development contract, a countywide 1/10th of 1% sales tax and police and fire agency user fees funding an annual budget of approximately \$5 million.

The organization currently budgets 24 FTE call-taker/dispatchers (including 4 floor supervisors) and 7 administrative and management personnel, including the Executive Director, an Operations Manager, an Executive Assistant/HR Administrator, an Information Technology/Vendor Manager, a Budget/Finance Manager, a Facilities Manager and a Public Coordinator/Administrative Assistant.

Cowlitz 911 is responsible for the area's public-safety radio infrastructure, including radio operations management, maintenance, repairs and improvements at 13 radio sites throughout Cowlitz County and Columbia County, Oregon.

## **Challenges & Opportunities**

### **Radio System Improvements:**

Cowlitz 911 is in the later stages of a radio system review and analysis. A firm has been hired to review the system and make recommendations to stabilize and/or replace the existing end-of-life system. The radio system has a complex array of users, as well as equipment that is at the end of its useful life. The Executive Director will be responsible for collaborating with the system's users; the development of short and long term implementation plans; and an evaluation of Cowlitz 911's financial resources including strategies available to fund the deployment of phased improvements.

### **Board and Agency Collaboration:**

Cowlitz 911 has a diverse partnership with its police, fire, and EMS agency customers that demands effective communication and collaboration with each agency's policy makers and leaders.

The Executive Director will be expected to forge cordial, professional relationships with the Cowlitz 911 Board of Directors and its tactical committees, and use effective written and verbal communication skills to build cooperation and consensus.

### **Strategic Vision**

Cowlitz 911 would benefit from strategic planning. The successful Executive Director will be expected to facilitate a strategic planning process for the agency's stakeholders.

### **Financial Sustainability**

Cowlitz 911 has stable operational funding resources. A long term asset replacement program for facilities, radio, and equipment needs to be developed to establish a plan for long term utilization of existing resources, and if necessary, development of strategies that consider current resources and identification of future resources including federal, state, and local funding.

### **Recruitment/Retention:**

The Executive Director will be expected to develop and implement a plan to attract and retain quality applicants. Four new first line supervisor positions were recently approved and budgeted as new positions within the Cowlitz Emergency Services Organization Guild. The Executive Director will be responsible for evaluating and promoting qualified candidates, and developing a strong supervisor leadership program.

# Minimum Qualifications

## **Education & Experience:**

A bachelor's degree in public or business administration, criminal justice, emergency management or a related field, and three (3) years of experience in an emergency communications center with administrative and supervisory responsibilities, OR a combination of education, training and five (5) years of experience in a related public-safety field with administrative, supervisory and leadership responsibilities is required. To be hired, candidates must pass a comprehensive background check and possess a valid driver's license.

Have or be willing to obtain one or more of the following certifications or experience:

- CPE - Certified Public Safety Executive
- RPL - Registered Public Safety Leader
- ENP - Emergency Number Professional
- APCO or NENA state or national officer
- Instructor Development Certification
- PMP - Project Management Professional or similar.

The selected candidate will be a lifetime learner, have proven integrity, be a people person and be passionate and involved in industry professional organizations.



## **Ideal Candidate Profile**

The ideal candidate will possess excellent communication skills and a demeanor and leadership style that inspires confidence and encourages collaboration and cooperation. The ability to foster a team environment with staff and customer agency leaders is essential.

The administrative and dispatcher staff desires a strong leader that will demonstrate integrity, inclusiveness, and accountability. These skills are paramount in the success of the Executive Director. The ideal candidate would have experience leading an organization versus managing an organization and demonstrate vision oriented, strong change management, and people/organizational skills.

A high degree of self-discipline to organize and prioritize job duties each day.

Ability to recognize and commit to improve one's own weaknesses or faults and employ humility

He or she will also assure proposed system upgrades or changes are well planned and implemented to perform with maximum efficiency and effectiveness.

A strong knowledge of public agency budget development and administration is important as the position is responsible for the development, adoption and administration of the annual budget.

Customer service oriented, a team player, intuitive, proactive, and have a respect for private, confidential information.

Please refer to the position job description for additional information.



## Compensation & Benefits

- Annual Salary of **\$130,000 - \$158,000** depending on qualifications
- Excellent medical, dental & vision insurance options
- Washington Public Employees Retirement System (PERS) membership
- Deferred compensation
- Excellent Personal Time Off (PTO) options
- 11 paid holidays
- VEBA HRA Option in lieu of medical insurance is available



## To Apply

Send a cover letter with your resume and answers to the supplemental questions you will find at <https://cowlitz911.org/we-are-hiring> to Cowlitz 911 HR Administrator Briana Harvill at [harvillb@cowlitz911.org](mailto:harvillb@cowlitz911.org). Your cover letter should explain why this position is a good fit for your career progression.

Although the position will remain open until filled, qualified applicants are strongly encouraged to apply no later than **July 3, 2024**, when the first screening of applications will take place.

**The selection process for finalists will take place Wednesday, July 24 through Friday, July 26, 2024.**

**The objective is for our new Exec Director to be in place on September 1, 2024.**

**[www.cowlitz911.org](http://www.cowlitz911.org)**

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Cowlitz 911 is an Equal Opportunity Employer. As part of employment process, a thorough criminal background check and an investigative consumer report may be prepared regarding an applicant's character, general reputation, personal characteristics, and mode of living.