

The job description is intended to describe the general nature and level of work being performed by the incumbent, and is not to be construed as an exclusive list of responsibilities, duties and skills required by the incumbent on this position. The job description does not imply an offer of employment, nor a contract for employment. It is subject to change at the discretion of the employer.

**Job Title:** Executive Director

**FLSA:** Exempt

**Agency:** Cowlitz 911

**Union Affiliated:** Non-Union

**Reports to:** Cowlitz 911 Public Authority Board

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## General Position Summary:

This position manages, administers and directs the activities, programs and operations of Cowlitz 911. This position researches, develops, implements and oversees the programs and services at the organization, ensuring the highest service standards to the public and user agencies. This position also includes direct supervisory duties over the administrative and operations staff. Manages the department's budget including preparation and oversight. Researches and recommends equipment and technology replacements and upgrades to maintain efficiency standards.

## Essential Duties and Responsibilities:

1. Lead, direct and manage the operations of Cowlitz 911. Research, develop, propose and implement services, programs and policies to ensure effective and efficient operations according to standards, policy and procedures, laws and regulations. Present for approval to the Public Authority Board all addition or revision of services, programs and policies.
2. Develop appropriate long-range plans, including strategic capital improvements, staffing, and other matters.
3. Manage the personnel of Cowlitz 911. Conduct all hiring and terminations at the organization. Directly manage and supervise administrative and operations staff, including training, evaluation, counseling and motivation, work assignment and setting priorities.
4. Oversee the supervision of Cowlitz 911 dispatchers, including involvement and approval of discipline and evaluations, and other sensitive personnel issues.
5. Manage and enforce labor contract and negotiate new contracts.
6. Provide regular reports to the Public Authority Board on outstanding issues from user committees and the organization's financial status. Provide general administrative services to Cowlitz 911 Public Authority Board and user committees.
7. Ensure appropriate and efficient records management and adequate security of records and the facility.
8. Prepare and present the department's budget to the Public Authority Board for approval. Participate in public hearings regarding the final budget approval.
9. Review and evaluate any proposals from user committees regarding services provided by Cowlitz 911, issues of performance standards and/or procedures for implementation costs, benefits and liabilities, and other matters. Prepare written reports of findings, forwarding such proposals and findings to the Public Authority Board for review.

10. Prepare, revise and modify Standard Operating Procedures.
11. Prepare, revise and modify Cowlitz 911 Policies for the Public Authority subject to the approval of the Cowlitz 911 Board of Directors or user committee as appropriate prior to implementation.
12. Respond to on and off duty emergency situations affecting or that involved the 911 Comm Center such as weather disasters, major fire, pipeline explosions, earthquake, major equipment malfunctions, and major Hazmat incidents.
13. Represent Cowlitz 911 at conferences and committees.
14. Serve as the primary liaison to the public and the media in all matters pertaining to Cowlitz 911, during day-to-day operations and in times of emergency. Collaborate with local officials in the development of local emergency response programs.
15. Conduct staff meetings. Promote staff's recommendation of improvement ideas.
16. Ensure effective and timely coordination of staff training and professional development.
17. Attend and participate in regular meetings, training, and conferences within and outside the County.

**Other Duties:**

1. Perform other duties or projects as assigned by the Cowlitz 911 Public Authority.
2. Testify in court to authenticity of reproduced taped incidents and other matters involving the center.

**Minimum Qualifications:**

1. Bachelor's degree in business administration, emergency management, or related field, and three (3) years of experience in a 911 Center with administrative and supervisory responsibilities, **or** a combination of education, training and five (5) years of experience in a related field with administrative, leadership and supervisory responsibilities.
2. Comprehensive knowledge of functions and responsibilities of a countywide 911 Center and its programs, and knowledge of applicable local, state and federal laws, regulations and mandates.
3. Must pass a comprehensive background check.
4. Possess and maintain a valid driver's license.

**Required Skills and Abilities:**

1. Possess a comprehensive knowledge of 911 Center operations, standard practices, equipment, services and programs.
2. Excellent interpersonal skills to establish and maintain effective working relationships department staff, with user agencies, other agency leaders, elected officials, employees, outside agencies, private entities, the media and the public.
3. Excellent oral and written communications skills, in order to effectively communicate at a professional level, make presentations and recommendations, and convey information and instructions clearly.
4. Excellent planning and organizational skills to effectively prioritize work and manage demands from diverse sources. Able to work well in a political environment.
5. Develop, implement and evaluate the effectiveness of short and long term goals and programs. Develop and effectively implement necessary changes. General knowledge of modern managerial practices.

6. General knowledge of modern supervisory and personnel management practices, with team building and motivational skills to supervise staff and volunteers. Effectively delegate and oversee work and projects.
7. Excellent research skills in order to identify and recommend technology and equipment that would ensure the effective and efficient delivery of 911 services, providing user friendly tools to 911 staff to accomplish the goals of their jobs and Cowlitz 911.
8. Ability to remain calm and provide direction under stressful and emergency situations.
9. Exercise discretion over sensitive and confidential issues related to the department, incidents and employee matters.
10. Effectively manage own work-related stress and able to provide effective and timely direction during emergencies. Relate or assist employees experiencing work-related stress.

### **Equipment or Tools:**

1. Operate standard office equipment. Operate a personal computer with commonly used administrative software.
2. Knowledge of police, fire and EMS dispatch systems/equipment such as Computer Aided Dispatch system, phones, mapping equipment, radios, phone systems with ANI/ALI & Hearing Impaired TTY capabilities, emergency response radio systems, Enhanced 911 and supporting technology, and tape reproduction equipment.
3. Safely operate a motor vehicle.

### **Job Scope:**

#### Level of Supervision Received:

The position works under minimal supervision, once trained. Performance is checked or evaluated during conferences, reports, and end results.

#### Level of Supervisory Responsibilities:

Full supervisory and personnel management responsibilities for the department.

#### Contact/Communication with others:

Extensive formal and informal, oral and written contacts and communications with own dept. staff, other department's management, the BOCC, elected/appointed officials, other public and private agencies and organizations at local, state or federal level, the media and the general public. Requires the ability to read, analyze, and interpret business journals, financial reports, and legal documents. Communications will occur in person, phone, correspondence, electronic or fax form. Communicate in a professional business style. Extensive reporting and effective presentations in different forums.

#### Decision Making Capacities:

Work is performed with considerable latitude for independent judgement, decision-making and action. May need to consult with other departments or agencies for unusual matters and seek approval for out-of-scope matters.

### **Working Conditions:**

1. May require work hours in excess of 8 hours per day or 5 days per week. Required to be on-call 24-hours per day, work different shifts, and respond to 911 Center operational emergencies.
2. May require travel for training purposes and commute to other departments or government agencies.
3. Observe, abide by, and set example, of all Cowlitz 911 Public Authority policies, goals, and objectives.

4. Able to work well and complete duties under stress, and deadlines, while attending to multiple duties simultaneously. Tolerate and manage exposure to sensitive and disturbing information related to 911 incidents/calls.
5. Tolerate prolonged computer related exposure. Ability to sit/stand at a workstation for long periods of time.

<b>Physical Requirements</b>	<b>N/A</b>	<b>Rarely ( 1-12%)</b>	<b>Occasionally ( 13-33%)</b>	<b>Frequently ( 34-66%)</b>	<b>Regularly ( 67-100%)</b>
Standing			x		
Walking				x	
Climbing			x		
Sitting					x
Stooping / Kneeling		x			
Lift/Carry up to 15 lbs.		x			
Lift/Carry up to 30 lbs.		x			
Lift/Carry up to 50 lbs.	x				
Push/Pull up to 25 lbs. of exertion	x				
Push/Pull up to 50 lbs. of exertion	x				
Work below waist level	x				
Work at waist to shoulder level				x	
Work above shoulder level		x			
Reach further than arm's length				x	
Typing				x	
Grasping / Holding				x	
Talking					x
Hearing					x
Seeing					x
Work in confined spaces					x
Exposed to extreme temperatures		x			
Operate tools or machinery (incl. office equip.)					x
Operate motorized vehicles/equipment			x		
Work at heights balancing	x				
Use/exposed to hazardous substances	x				

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Incumbent

\_\_\_\_\_  
Date