

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

**Pages:** 1 - 4

---

## General Position Summary:

This position manages, administers and directs the activities, programs and operations of Cowlitz 911, an Emergency Communications Center (ECC) and Public Safety Answering Point (PSAP). The incumbent researches, develops, implements and oversees the programs and services of the agency, ensuring the highest service standards are delivered to the public and its customer agencies. Hires, fires and supervises all employees. Manages the agency's budget including preparation and administration. Researches and recommends equipment and technology replacements and upgrades to maintain efficiency and an uninterrupted state of readiness.

## 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 industry standards, policy and procedures, laws and regulations. Present for approval to the Public Authority Board all additions or revision of services, programs and policies.
2. Develop appropriate long-range plans, including strategic capital improvements and staffing.
3. Manage all personnel of Cowlitz 911. Conduct all hiring and terminations. Supervise and set priorities for the administrative and operations staff, including training, evaluation, counseling, motivation and work assignments.
4. Oversee the supervision of Cowlitz 911 dispatchers, including involvement and approval of discipline and evaluations, and other sensitive personnel issues.
5. Administer collective bargaining agreements and negotiate new contracts.
6. Provide regular reports to the Board on issues raised by user committees and the agency's financial status. Provide general administrative services to the Board and customer agency committees.
7. Ensure appropriate and efficient records management and adequate security of records and the facility.
8. Prepare and present the agency's budget to the Board for approval. Participate in any required public hearings necessary for budget adoption.
9. Review and evaluate proposals from customer agency committees regarding services provided by Cowlitz 911, performance standards and/or procedures for implementation costs, benefits and liabilities. Prepare written reports of findings, forwarding proposals and findings to the Board for review.

10. Prepare, revise and modify Standard Operating Procedures.
11. Prepare, revise and modify agency policies subject to approval by the Board and/or customer agency committees as appropriate prior to implementation.
12. Respond to on and off duty emergency situations affecting or involving the agency such as weather disasters, major fires, pipeline explosions, earthquakes, 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.
18. Perform other duties or projects as assigned by the Board.

**Minimum Qualifications:**

1. Bachelor's degree in public or business administration, criminal justice, emergency management or a related field, and three (3) years of experience in an ECC 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. Must pass a comprehensive background check.
3. Possess and maintain a valid driver's license.

**Preferred Qualifications:**

1. Comprehensive knowledge of functions and responsibilities of a countywide ECC and its programs.
2. Knowledge of applicable local, state and federal laws, regulations and mandates.

**Required Skills and Abilities:**

3. Continually develop and improve a comprehensive knowledge of ECC operations, standard practices, equipment, services and programs.
4. Excellent interpersonal skills to establish and maintain effective working relationships with agency staff, customer agencies, other agency leaders, elected officials, employees, outside agencies, private entities, the media and the public.
5. Excellent oral and written communications skills, to effectively communicate at a professional level, make presentations and recommendations and convey information and instructions clearly.
6. Excellent planning and organizational skills to effectively prioritize work and manage demands from diverse sources.
7. Able to work well in a political environment.
8. Develop, implement and evaluate the effectiveness of short and long term goals and programs. Develop and effectively implement necessary changes.
9. General knowledge of modern supervisory and personnel management practices, with team building and motivational skills to supervise staff and volunteers.
10. Effectively delegate and oversee work and projects.

11. Excellent research skills in order to identify and recommend technology and equipment to ensure the effective and efficient delivery of the agency's services, providing user friendly tools to the staff to accomplish the goals of their jobs and the mission of Cowlitz 911.
12. Ability to remain calm and provide direction under stressful and emergency situations.
13. Exercise discretion over sensitive and confidential issues related to the department, incidents and employee matters.
14. Effectively manage own work-related stress and able to provide effective and timely direction during emergencies. Relate to and 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, EMS and ECC systems and equipment such as Computer Aided Dispatch, mapping equipment, radios, phone systems with ANI/ALI & Hearing Impaired TTY capabilities, non-emergency phone systems, emergency response radio systems, Enhanced 911 and supporting technology, and recording reproduction equipment.
3. Safely operate a motor vehicle.

### **Job Scope:**

#### Level of Supervision Received:

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

#### Level of Supervisory Responsibilities:

Full supervisory and personnel management responsibilities for the agency.

#### Contact/Communication with others:

Extensive formal and informal, oral and written contacts and communications with staff, other agencies' management, elected and appointed officials, other public and private agencies and organizations at the 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 non-standard hours, and respond to 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 agency 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

\_\_\_\_\_  
Date