

# **COWLITZ 911**

**Police • Fire • Medical**



**Cowlitz 911 Executive Director**

**Job Opening Profile**

**2022**

## **Why Should You Apply?**

This is an exciting opportunity for an experienced, innovative leader to continually focus on improving an already high-functioning Cowlitz 911. The vision for this organization is to become one of the most exemplary PSAPs in all of the Pacific Northwest - with a brand new state of the art center, new and upgraded NG911 technology, and highly-skilled and dedicated dispatchers.

Cowlitz 911 is a PSAP that serves the people of Cowlitz County, which is 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 are local or wanting to move to the area - and you want 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, 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 also includes direct supervisory duties over the administrative and operations staff, manages the department's budget including preparation and oversight, and researches and recommends equipment and technology replacements as well as upgrades to maintain efficiency standards.

Please see job description for more details.

## **The Organization**

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



Currently housed in the Hall of Justice in Kelso, WA

Cowlitz 911 is a Public Authority governed by an Executive Board consisting of 9 members from the public safety community and local government agencies to include, Police Chiefs, Sheriff, City Managers, City Council Members, Fire Commissioners, Fire Chiefs, and County Commissioner. Cowlitz 911 is funded through a State E911 phone excise tax, E911 State Office professional development contract, a county 1/10th of 1% sales tax, and police and fire user fees with an annual budget of approximately 5 million.

The organization is currently structured for 23 FTE call-taker/dispatchers as well as 8 administrative or management personnel, including the Executive Director, a Human Resource Generalist, 2 Information Technology/ Vendor Managers, 2 Floor Supervisors, a Finance/Admin Specialist, and a Public Records Coordinator/ Administrative Assistant.

Cowlitz 911 is responsible for the 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

### **Finalizing Construction and Moving into New Facility:**

Cowlitz 911 is in the later stages of the construction process of building a new 911 Communications Center, with a project budget of approximately \$16 million. The Executive Director will be expected to be the owner representative, and in close coordination with the Project Manager, lead this project to completion. The Executive Director will coordinate a seamless relocation into our new center. The transition to the new 911 Center is scheduled for the second quarter of 2022.



Architectural rendering of our new 911 Center



Construction progress as of November 2021

### **Recruitment/Retention:**

The Executive Director will be expected to develop and implement a plan to attract and retain quality applicants.

### **Radio System Improvements:**

Cowlitz 911 continues to expand and improve Cowlitz 911's radio system and footprint, including the construction of new radio sites. The Executive Director is charged with exploring and implementing new technology.

### **New CAD Implementation:**

Cowlitz 911 is transitioning to a Spillman FLEX CAD system. The Executive Director is expected to oversee the final stages of the project, with a target implementation in 2022.

## **Ideal Candidate Profile**

### **Education & Experience:**

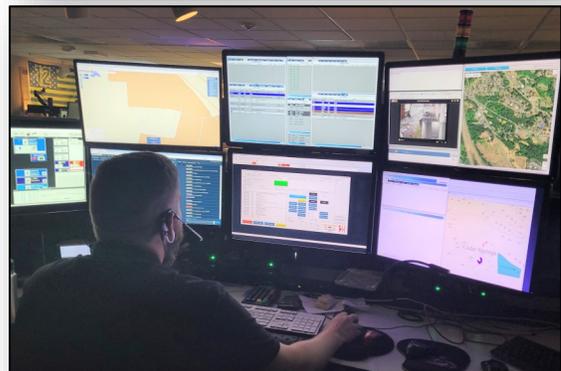
A bachelor's degree in business administration, emergency management, or a related field, and three (3) years of experience in a 911 Center with administrative and supervisory responsibilities, OR a combination of education, training and five (5) years of experience in a related field with administrative, leadership and supervisory responsibilities is required. Candidates must pass a comprehensive background check and possess and maintain a valid driver's license.

Have or be willing to obtain some of the following Certifications or Experience: CPE-Certified Public Safety Executive, RPL-Registered Public Safety Leader, ENP-Emergency Number Professional Certification, APCO or NENA State or National officer position, 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 the 911 industry, 911 committees, NENA, and APCO organizational involvement.

### **Knowledge, Skills and Abilities:**

- Ability to remain calm during stressful situations and maintain a professional attitude.
- A high degree of self-discipline to organize and prioritize job duties each day.
- Above average multi-tasking skills, while maintaining a level head during demanding crisis situations.
- A logical, rational approach to problem solving, and an objective approach to situations and circumstances.
- Ability to recognize and commit to improve one's own weaknesses or faults.
- Expert knowledge and experience in the 911 industry and NG911 technologies.
- Experience successfully navigating positive outcomes by consensus with groups who have diverse agendas or points of view.
- Experience leading an organization versus managing an organization. Vision oriented, strong change management skills, people skills, organizational skills, and fiscally proficient.
- Willingness to work extended hours, flexible shifts, weekends, and holidays.
- Customer service oriented, a team player, intuitive, proactive, and have a respect for private, confidential information.



## Compensation & Benefits

- Annual Salary of **\$115,000 - \$145,000** depending on qualifications
- Excellent Medical, Dental & Vision Insurance
- Washington State government retirement - PERS
- Deferred Compensation
- Excellent PTO options
- 11 Paid Holidays
- VEBA HRA Option in Lieu of Medical Insurance



## To Apply

Send your resume, cover letter and answers to supplemental questions to Cowlitz 911 HR Generalist, Janelle Edwards at [edwardsj@co.cowlitz.wa.us](mailto:edwardsj@co.cowlitz.wa.us)

All qualified applicants are strongly encouraged to apply by **January 3, 2022**.  
(The position will remain open until filled).

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

---

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.