

GRAYS HARBOR COMMUNICATIONS CENTER EXECUTIVE DIRECTOR

Department: Administration

Pay Plan/FLSA Status: Exempt

Reports to: GHCC Governing Boards

Salary: \$130,000-150,000 DOE/DOQ



GENERAL DESCRIPTION:

This exempt position has full responsibility for planning and directing all of GHCC's activities and operations within the parameters of all federal and state laws covering public safety 9-1-1 telephone answering and emergency dispatch services. Additionally, the Director interacts and coordinates directly with the public and department heads of the police, fire and Emergency Medical Service (EMS) agencies served by GHCC. The Executive Director works under the general direction of the Operating and Administrative Boards. Functional direction is provided by the Administrative Board, consisting of the Commissioner/Mayors of the participating entities (7 members), and operational direction is provided by the Operating Board, consisting of the Sheriff/Chiefs of the participating entities (8 members). The position supervises professional and technical personnel and ideal candidates must have a proven track record of strong leadership, communication, and interpersonal skills necessary to promote GHCC's mission, vision, values and strategic plans needed to enhance a complex communication center.

KEY RESPONSIBILITIES:

- Drafts, updates, reports, and recommends policies and procedures to the Operating Board; analyzes information related to GHCC operations and recommends strategies to the Operating Board.
- Maintains overall and final responsibility for budget development and administration.
- Plans and administers 24-hour 9-1-1 telephone answering and emergency dispatch services.
- Ensures full compliance with local, state, and federal laws while utilizing best practices in the area of financial, technical, personnel management and contract administration.
- Plans and oversees implementation of GHCC's projects, goals, objectives and strategic plan.
- Fosters and promotes excellent customer service, interpersonal relationships, and public relations philosophies.
- Receives and responds to all inquiries and complaints related to GHCC.
- Represents GHCC on local, regional and national boards related to public safety communications, establishing credibility in legislative and regulatory policy and industry alliances.
- Performs other work related to administration of GHCC as assigned by the Operating or Administrative Board.
- Acts and serves as a designated E911 Coordinator and participates in regular and special 911 Advisory Committee meetings.
- Provides administrative leadership and approves the selection, supervision, and evaluation of all GHCC personnel.
- Establishes work rules and performance standards, conducts or oversees performance evaluations, and initiates and implements disciplinary actions as warranted.

REQUIRED SKILLS AND CHARACTERISTICS:

- Possess a strong government management background with the presence, capacity and prior experience to develop a broad organizational vision while setting goals and moving the organization forward.
- Be an experienced and proven leader developing successful teams.
- Possess a natural willingness to embrace a spirit of excellence and exceptional customer service.
- Excellent verbal and written communications skills in order to effectively communicate at a professional level, make presentations and recommendations, and convey information and instructions clearly.
- Ability to remain calm and provide direction under stressful and emergency situations.
- Excellent planning and organizational skills to effectively prioritize work and manage demands from diverse sources. Able to work well in a political environment.
- Expertise in training and training program development and management.

MINIMUM QUALIFICATIONS:

- A strong emphasis will be placed on experience, abilities and personal attributes.
- A minimum of five years progressively responsible management experience in the public safety communications field with at least three years of management experience.
- A Bachelor's degree in business administration, communications, criminal justice, information technology, or public administration is preferred. The board will consider any combination of education and experience that provides the required knowledge, skills and abilities.
- Residency within Grays Harbor County or within a 40-minute drive time to the facility is preferred. A driver's license is required.
- The successful applicant must pass a thorough background check. All information submitted and shared during the process will be subject to verification during the background check. Additional examinations may be required.

EXISTING AGENCY PROJECTS AND CHALLENGES:

- GHCC is in the research and development phase of a radio system upgrade/replacement.
- Transitioning to a new platform for policy and procedure development and updates.
- The new Executive Director will motivate employees to excel in all aspects by creating a positive working environment and a culture that collaborates and supports employees as respected members of the agency.
- GHCC is in the process of filling several vacant positions and has a focus on recruitment, training and retention.
- Continued focus on being compliant with and advancing with evolving technology and industry standards, maintaining an effective quality assurance program, and continued development of personnel.

TO APPLY:

Qualified applicants must submit the following:

- Completed GHCC employment application
- Cover Letter
- Resume

Application can be found at WWW.GH911.ORG. Please submit all required documents to jgreen@gh911.org.

Position will be kept open until filled. First application review in 30 days.