



RiverCom 911

JOB DESCRIPTION

Title: **EXECUTIVE DIRECTOR**
Division: Administration
Reports To: RiverCom Administrative Board
Bargaining Unit: None
Status: Fulltime, Exempt
Date: January 2023

JOB SUMMARY:

RiverCom is a multi-jurisdictional designated Public Safety Answering Point (PSAP) that provides emergency call-taking and dispatch services for law enforcement, fire districts and departments, public and private ambulance services in Chelan and Douglas counties. Dispatch operations are staffed twenty-four (24) hours a day, seven (7) days a week. RiverCom also owns and operates a public safety radio communications system located at various radio site facilities throughout Chelan and Douglas counties. RiverCom is organized as a municipal corporation and as a separate legal entity under the laws of Washington State. The agency is governed by the RiverCom Administrative Board.

The Executive Director is a professional, fulltime, exempt position who reports directly to and is accountable to the RiverCom Administrative Board. The Executive Director works with the Board on policy, organizational direction, administration, financial, and personnel matters. Employment is at will and at the sole discretion of the RiverCom Administrative Board.

The Executive Director operates under the authority of the Board. The position is responsible for fulfilling and administering the purpose of the organization and assigned policies, directives, goals and objectives. The position manages and supervises all personnel within the organization. The Executive Director follows policy directives and has latitude to exercise independent judgement, decision-making, and action to effectively implement and carry-out the responsibilities of the position.

The Executive Director serves as the chief executive officer of the organization; serves as a professional advisor to the RiverCom Administrative Board and recommends appropriate policy topics for Board consideration; assists the Board in developing, conducting, and building initiatives, projects, programs, and activities which meet the mission, goals, and needs of the organization; implements the directions and decisions of the Board; manages the day-to-day operations of the organization; is responsible for employment decisions and activities. The Executive Director attends and participates in Board meetings and is invited to all committee meetings. The position requires extensive professional communications conducted with staff, the Board, elected and appointed officials, the heads of public and private agencies, leaders of various federal, state, and local organizations, the media, and the general public.

KEY AREAS OF RESPONSIBILITY AND ESSENTIAL JOB FUNCTIONS:

- **Cooperative Working Relationship with the RiverCom Administrative Board**
 - Attends and participates in RiverCom Administrative Board meetings; offers advice, assistance, and makes recommendations
 - Maintains communication with the Board and keeps Board informed and up-to-date on important and emergent matters; provides regular status reports to the Board regarding the organization's financial status, staffing and personnel, and provides the Board reports about operations, significant initiatives, projects, programs, and activities
 - Consults with the Board and receives advice from the Board with respect to the Board's expertise and familiarity with the community
- **Policy Management**
 - Makes policy recommendations to the Administrative Board
 - Manages and administers the day-to-day operations of the organization
 - Directs the staff's implementation of policies
 - Interprets policies to personnel
 - Establishes and implements procedures, standards, and requirements for effective and efficient operations
 - Directs all departments to ensure work is performed according to appropriate legal requirements, policies, procedures, and practices
- **Strategic Planning**
 - Maintains an awareness of and identifies emerging issues that may affect the organization
 - Develops long-range plans, goals, and outcomes for the organization
 - Sets objectives and goals for management practices
 - Researches, analyzes, and considers operational trends, formulates recommendations, and implements short- and long-range planning initiatives
- **Visioning**
 - Maintains knowledge and understanding about information, current events, trends, issues, and forecasting regarding 9-1-1 operations, systems, and infrastructure.
 - Develops programs and services to enable the vision of the organization consistent with policy set by the Board
- **Leadership**
 - Works in collaboration with staff, community agencies, and community groups to accomplish objectives and to fulfill responsibilities
 - Encourages team-building by facilitating open communication and positive working relationships with staff
 - Establishes control and follow-up mechanisms for the organization
 - Delegates responsibility and authority for management functions
 - Communicates direction and lines of authority to staff
 - Conducts management and staff meetings; promotes staff recommendations and ideas for improvement

- **Personnel Management**
 - Executive level management responsibilities over all personnel within the organization
 - Directly manages and supervises all employees in Management positions, including training, evaluation, counseling, motivation, work assignments, and setting priorities
 - Directs and approves all employment processes and activities such as recruitment, hiring, training, performance evaluations, investigations, disciplinary actions, and terminations; maintains authority for all employment decisions
 - Directs and manages scheduling, work assignments, performance standards, and work rules
 - Sets goals with realistic and measurable outcomes
 - Provides regular and constructive communications and feedback
 - Supports goal achievement; assists individuals in developing the necessary skills to be successful within the organization; supports and encourages staff initiatives
- **Labor-Management Relations**
 - Serves as the management team leader, coordinator, and spokesperson for the management team and coordinates with the management labor attorney and negotiator on matters regarding collective bargaining
 - Works and coordinates with the Board, management labor attorney and negotiator, and the management team in collective bargaining negotiations, grievances, mediation processes, and in the administration of collective bargaining agreements; informs management labor attorney of risks and emergent issues and collaborates with management labor attorney to address, mitigate, and resolve issues
 - Manages in consultation with the management labor attorney the implementation, administration, and enforcement of collective bargaining agreements
- **Inter-Agency Coordination**
 - Interacts and coordinates with the department heads of the law enforcement, fire and Emergency Medical Service (EMS) agencies
 - Participates in RiverCom Operations Group meetings and provides operational reports
 - Works with various other departments and multi-jurisdictional public safety agencies on emergency dispatch and communications matters in the region
 - Interfaces with various federal, state, and local officials, commissions, councils, boards, agencies, and associations as directed by the Board or when needed to coordinate emergency communications and services
- **Program Management**
 - Strives to facilitate that programs and services meet policy guidelines and priorities
 - Directs, manages, supervises, and administers the goals, objectives, functions, operations, programs, events, and activities of the organization to pursue efficient and productive levels of service and service standards
 - Facilitates the research, development, planning, implementation, and oversight of organizational functions, services, operational systems, programs, and processes
 - Analyzes operations and current trends for service and recommends improvements to existing facilities, equipment, staffing and operating systems of the organization

- **Capital Facility Planning and Management**
 - Responsible for planning and managing all Capital Facilities maintenance, upgrades, and renovations as approved by the Board
 - Responsible for all planning, acquisition, contracting, permitting, financing, and construction of all Capital Facilities projects as approved by the Board
 - Responsible for the development, implementation, maintenance, and budget forecasting required for Capital Facilities Sustainment Planning.

- **Financial Management**
 - Responsible for implementing the Board’s financial policies and directives for the allocation and distribution of resources
 - Responsible for the financial management of the organization
 - Responsible for overseeing the preparation and presentation of the annual budget to the Board for approval
 - Oversees the administration of the organization’s funds according to the approved budget
 - Monitors the collection of revenues, agency resources, and financial outlays
 - Reports to the Board about the fiscal status and operations of the organization; provides Board with regular financial statements
 - Responsible for contract management including the oversight of contracts for goods and services, requests for proposals, competitive bidding processes, and selection of professional services

- **Risk Analysis**
 - Assesses risk to the organization’s financial security and growth
 - Identifies and evaluates opportunities and risks as well as taking steps to mitigate exposure to risk
 - Evaluates the potential assets and liabilities of projects, proposals, and strategies

- **Community Relations and Outreach**
 - Serves as the primary point of contact with media and the public for all matters pertaining to the organization
 - Represents the organization to various local community groups; participates in networking and community relations activities on behalf of the organization
 - Builds strong working relationships with others outside the organization and solicits support for accomplishing tasks
 - Promotes community awareness and support; facilitates a communication plan that informs the community of the direction and activities of the organization
 - Directs the resolution of inquiries, problems, complaints, or emergencies affecting availability or quality of services; approves organizational responses to sensitive or complex inquiries or service complaints

- **Other**
 - Attends, participates, and represents the interests of the organization at meetings, training, and conferences

- Appropriately and timely responds to emergency and/or all critical situations involving or affecting the organization.
- Facilitates efficient records management; maintains security of records in accordance with laws and policies
- Performs other related and similar duties as assigned by the Board

TYPICAL WORK ENVIRONMENT:

This position works primarily indoors in a quiet office environment with low noise levels. The position requires hours of work that periodically exceed eight (8) hours per day and/or more than five (5) days per week; requires on-call availability twenty-four (24) hours per day; may require different or unusual work hours; and requires response to operational emergencies. Must occasionally travel off-site to attend meetings, evening meetings and events, conferences, and training.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Experience working with an Executive and/or Administrative Board of Directors
- Comprehensive knowledge of 9-1-1 operations, standard practices, equipment, technologies, services, programs, and trends as well as federal, state, and local laws and regulations applicable to 9-1-1 operations
- Ability to work effectively in a dynamic and rapidly changing political environment and with multiple stake-holders
- Experience working with labor-management teams, management labor attorney and negotiator, negotiations and collective bargaining processes; working knowledge and understanding of laws and procedures involving collective bargaining
- Proven experience in a leadership position; ability to demonstrate leadership behaviors
- Ability to make sound decisions and effectively set priorities, provide direction, and delegate work
- Strong working knowledge of current managerial and supervisory principles and practices reflecting motivational skills and team-building
- Extensive knowledge regarding the interpretation and application of federal, state, and local laws and regulations, including principles and best practices of public administration
- Knowledge of principles and practices of government finance, budgeting, and generally accepted accounting practices
- Ability to read, analyze, and interpret financial reports, contracts, business journals, and legal documents
- Maintains appropriate recordkeeping practices and procedures; ability to establish and maintain accurate records and documentation
- Ability to communicate in a professional and business-like manner; ability to clearly and effectively communicate in person, by phone, written correspondence, fax, and electronic form with individuals and groups which may involve complex or sensitive information; ability to convey information and instructions accurately and clearly; ability to clearly, accurately, and effectively deliver reports and presentations in various forums, and settings
- Ability to maintain interpersonal skills and to establish and maintain effective working relationships with a wide range of individuals and groups

- Demonstrate effective time management, planning, and organizational skills to effectively prioritize work and balance multiple responsibilities
- Ability to develop, implement, and evaluate short and long-term goals and objectives; develop, implement, conduct programs and activities, and make necessary adjustments to meet goals and objectives
- Ability to analyze and evaluate department operations, applying independent judgment and discretion in resolving problems and interpreting policies and regulations
- Knowledge of principles and procedures of public-safety radio, phone, paging, computer aided dispatch (CAD), microwave, analog and digital communications, and other types of 9-1-1 and emergency communications equipment and systems
- Strong working knowledge of law enforcement, fire, and EMS dispatch systems and equipment for Computer Aided Dispatch (CAD), phones, mapping equipment, radios, phone systems with ANI/ALI and hearing-impaired TTY capabilities, emergency response radio systems, Enhanced 9-1-1, recorder and tape reproduction
- Exercises and demonstrates appropriate discretion and confidentiality regarding sensitive issues related to the organization, 9-1-1 incidents, and personnel matters
- Ability to remain calm, composed, and provide effective direction under stressful and emergency situations; ability to effectively manage own work-related stress
- Ability to work and complete duties under stress, within deadlines, while attending to multiple duties simultaneously
- Willingness and initiative to complete training to further knowledge, understanding, abilities, and skills related to scope of responsibility; takes initiative and executes training initiatives to successful completion; will provide the Board with a personal training report and personal performance goals on an annual basis, or as otherwise requested by the Board
- Ability to operate standard office equipment; ability to operate a personal computer; ability to proficiently use Microsoft Office software products
- Ability to legally and safely operate a motor vehicle
- Ability to travel within and out of state on a regular and intermittent basis to attend various national, state, regional, and local meetings, conferences, events, and activities
- Required to meet the traveling requirements of the position and to maintain a valid Washington State Driver License and the minimum amount of auto insurance required by Washington State law throughout the term of employment

REQUIRED QUALIFICATIONS:

- Ability to communicate fluently in English, both verbally and in writing
- United States citizenship or Permanent Resident Card
- Valid Driver's License issued by current State of residence
- Bachelor's degree in business or public or business administration, communications, or a closely related field, and ten (10) years of progressively responsible professional-level experience in public-safety communications, including five (5) years of administrative and managerial responsibilities; or any equivalent combination of experience and education which provides the applicant with the desired skills, knowledge and ability required to perform the work
- Must be free of illegal and addictive substances for at least three (3) years prior to the date of application and for the entire term of employment

- Must remain free of other substances which might impair cognitive skills, driving ability, or ability to safely operate equipment during work and when on call availability
- Must successfully complete and pass a credit check, thorough background investigation, health and drug screening

PREFERRED QUALIFICATIONS:

- Recognized leadership certifications such as attainment of the APCO (Association of Public-Safety Communications Officials International) Certified Public Safety Executive (CPE) designation or the Registered Public-Safety Leader (RPL) designation and ongoing recertification

PHYSICAL REQUIREMENTS:

- Requires constant use of sight, hearing, and speech abilities to perform essential functions and effectively communicate with others
- Requires constant fine finger manipulation and use of hands and arms including searching, handling, fingering, grasping while operating office equipment and computers, preparing written documentation, handling paperwork, etc.
- Ability to sit/stand at a work station for prolonged periods of time while working at a desk or attending meetings; frequent standing in combination with walking (short distances) throughout work period in office areas, ability to occasionally climb stairs
- Frequent bending and twisting at waist, knees, and neck while working at desk, worktable, or moving from sitting to standing position
- Ability to occasionally lift and/or carry up to 30-pounds
- Ability to occasionally push and/or pull up to 10-pounds opening doors, drawers, and moving materials

The statements contained herein reflect general details describing the primary functions of this job, the level of knowledge and skills typically required, and the scope of responsibility required to fulfill the basic functions of the job. This job description is not an all-inclusive list of work requirements. This job description does not constitute a written or implied contract of employment. Employment is at will and at the sole discretion of the RiverCom Administrative Board.