

# RIVERCOM 911

140 S. MISSION ST., 3RD FLOOR, WENATCHEE, WASHINGTON, 98801



## RiverCom 911 is seeking to hire a highly qualified individual for the position of **Deputy Director**

RiverCom is conducting a hiring process for serious candidates interested in the position of Deputy Director. The Deputy Director is an exempt, fulltime position that reports directly to the RiverCom Executive Director.

### **Salary Range: \$124,284 to \$137,196 annually DOE**

Salary determined by the Executive Director based upon level of experience and qualifications.

### **Application Closing Date: April 15, 2025, at 3:00PM**

#### About RiverCom:

RiverCom is a two-county, designated Public Safety Answering Point (PSAP) located in central Washington that operates 24 hours a day, seven days a week processing 911 and non-emergency calls for service, and dispatching for 21 law enforcement, fire, and EMS agencies in Chelan and Douglas counties. RiverCom's range of service covers approximately 4,750 square miles, and serves a population of about 135,000 residents; the organization responds to about 150,000 calls annually. RiverCom also owns and operates a public safety radio networks, and maintains 21 radio sites in the two-county area. The organization employs 48 staff who serve in administrative, technical, and operational positions.

RiverCom is a municipal corporation that operates as a separate legal entity from other existing emergency response agencies. The agency operates under an Interlocal Cooperative Agreement, and is governed exclusively by the RiverCom Administrative Board—comprised of six voting, and five ex-officio members.

Working for RiverCom, you'll discover the unmatched quality of life the Greater Wenatchee region has to offer. Enjoy over 300 days of sunshine, a vibrant arts scene, and endless outdoor adventures in the stunning Cascade Mountains and along the Columbia River. With its small-town charm, excellent schools, and thriving community, Wenatchee is the perfect place to live, work, and play.

The ideal candidate will possess strong experience and qualifications in several core areas, which include:

- Strategic planning
- Senior level leadership
- Risk analysis and management
- Labor-management relations
- Business Management
- Inter-agency coordination
- Program & project management
- Community relations
- PSAP operations technical knowledge

The selected candidate will model leadership behaviors that inspire confidence, promote teamwork, and uphold the highest standards of professionalism. They will demonstrate integrity, accountability, and the ability to adapt to high-pressure environments while fostering a culture of respect. The selected candidate will guide their teams with clear communication, thoughtful decision-making, and a commitment to personal and professional development, continued learning, and the setting and achieving of performance goals and objectives.

The selected candidate will demonstrate professional and effective communication skills.

The selected candidate will demonstrate abilities to foster collaboration, facilitate relationships, and work in an ethical and respectful manner.

For more information about the position, please visit our website at:

[www.rivercom911.org](http://www.rivercom911.org)

## Hiring Objective

Our hiring objective is to find an exceptional leader with outstanding operational expertise, proven leadership skills, and the ability to foster collaborative and responsive communication. The ideal candidate will be committed to creating and maintaining a highly skilled, efficient 911 center driven by teamwork and a positive culture, while continuously achieving the operational excellence our user agencies and community members deserve. We seek a leader who inspires a positive work environment where employees feel valued, supported, and proud.

## Work Schedule

The general work schedule is flexible within a 40-hour work week. Expect mainly daytime hours but must be willing to flex as necessary to meet operational requirements and maintain access and availability to a 24/7 team of dedicated telecommunicators, support staff, and user agency personnel.

## Employment Benefits

- **Medical-Dental-Vision AWC**  
Employer pays 100% of employee premiums and 80% of premiums for spouse, domestic partner, and dependents up to a monthly maximum of \$1,400.
- **Washington State Retirement Systems (DRS) PERS Plan**  
Participation in the Public Employees Retirement System (PERS)
- **Deferred Compensation Plan**  
Employer pays a matching contribution up to 2% of employee's base salary
- **Paid Annual Leave**  
Employee to earn Annual Leave based on a step scale to be set at time of hire (14-18 hours per month), and may carry-over up to two-hundred (280) hours from one calendar year to the next
- **Paid Holidays and Floating Holiday**  
Employee receives paid time off for eleven (11) recognized holidays, plus one (1) Floating Holiday
- **Paid Sick Leave**  
Employee earns eight (8) hours of Sick Leave per Month, and may carry-over up to 960 hours from one calendar year to the next

## Current Challenges and Projects

- Telecommunicator Staffing
- Continued planning for the design, financing, and construction of a new RiverCom PSAP facility
- Updates to operational policies and procedures
- Radio network site and infrastructure upgrades and expansion
- Continued development and implementation of a comprehensive Radio, IT, GIS, and Dispatch infrastructure Sustainment Plans
- Increasing support to our user agencies through technology enhancements and increased staffing

## Recruitment and Hiring Schedule (subject to change)

Job Announcement	March 20, 2025
Open Application Period	March 20—April 15, 2025
Application Closing Date	April 15, 2025, 3:00 PM
Schedule Interviews	April 17, 2025
Interviews	April 29, 2025
Issue Conditional Offer of Employment	May 1, 2025
Pre-Employment Process	May 1—June 13, 2025
Preferred Employment Start Date	June 16, 2025

## How to Apply

Applications for the position must include the following items:

- **Application Cover Letter**
- **Resume**
- **Job Application** (located at website)
- **Three (3) Letters of Recommendation**
- **Written response to provided question** (located at website)

Send all application materials to the following address:

**RiverCom 911**  
**Attn: Mihkaela Overbay, Administrative Services Manager**  
**P.O. Box 3344**  
**Wenatchee, WA 98807**

**Applications must be received by: April 15, 2025, 3:00 PM**

RiverCom will not accept or consider incomplete applications, or applications received after the application deadline.

All inquiries and applications will be received, processed, and maintained in a strictly confidential manner. The point of contact for the recruitment and hiring process is Mihkaela Overbay, at 509-662-4655 or [mihkaela.overbay@rivercom911.org](mailto:mihkaela.overbay@rivercom911.org).