

***SNOPAC***

**911 Emergency Communications**

# EXECUTIVE DIRECTOR

**\$104,000 to \$157,000**

*plus excellent benefits*

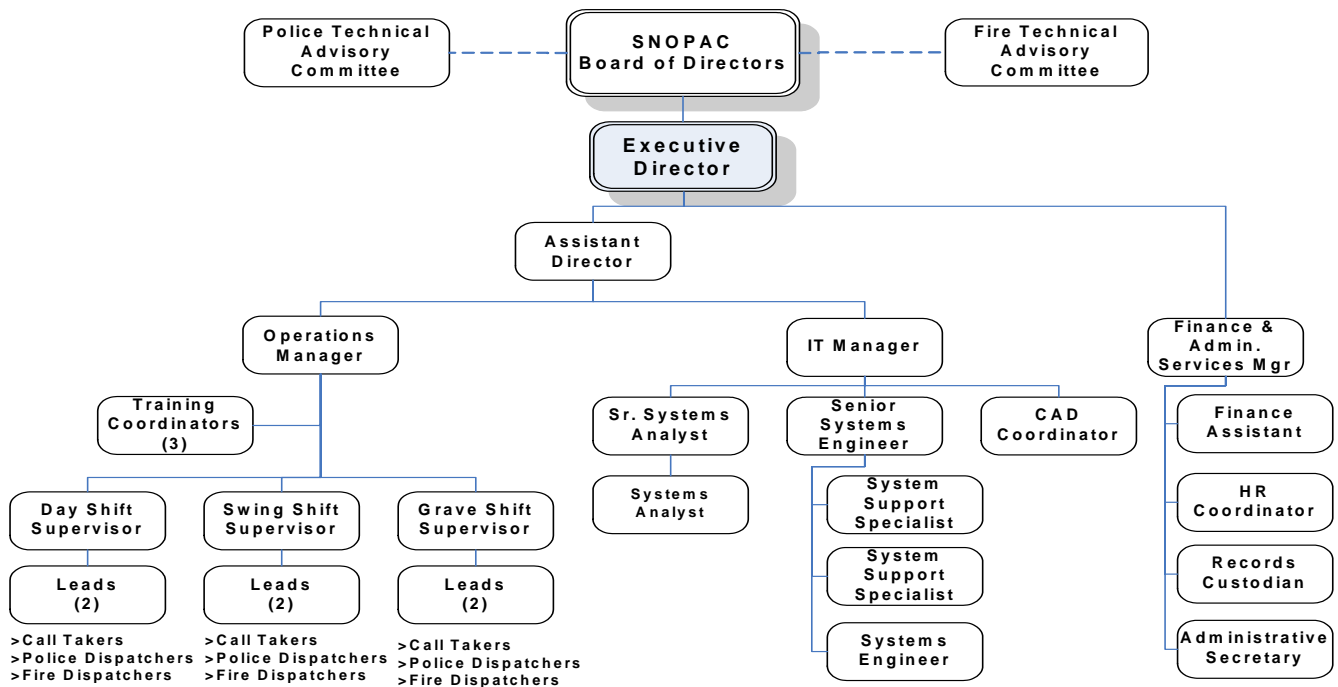
*Apply by*

**February 22, 2009**

*(open until filled)*

***PROTHMAN***





**WHY APPLY?**

SNOPAC enjoys a reputation as a well managed, quality E911 agency, providing services to the majority of Snohomish County police and fire departments. SNOPAC’s vision is to have a safe community for all and to achieve that vision, they serve as a 9-1-1 lifeline for the community. The Executive Director position offers a challenging and rewarding opportunity for a talented public safety professional to lead an excellent agency and work for a supportive board.

and mountain wildlife sanctuaries, unlimited opportunities for outdoor fun and artistic pursuits, and the best coffee west of Italy. Snohomish County is a recreational mecca and due to its temperate climate, it is the perfect destination for family adventures and outdoor fun throughout the year! From bald eagle river float trips and kayak tours to first-class white water rafting, to urban and rural walking trails, hiking, biking and snowshoeing, Snohomish County has endless outdoor opportunities.



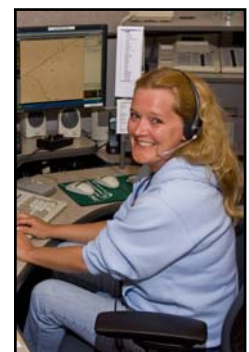
**THE COMMUNITY**

SNOPAC facilities are located in Snohomish County at the City of Everett Police Department’s South Precinct. Snohomish County is located in northwest Washington State, nestled between the waters of Puget Sound and the rugged, snow-capped peaks of the Cascade Mountains. Just 15 miles north of Seattle, 100 miles south of Vancouver B.C., and a short ferry ride away from the San Juan Islands or the Olympic Peninsula, Snohomish County is ideally situated for exploring the entire Pacific Northwest.

The County has some of the most spectacularly beautiful scenery in the United States, forest

**THE AGENCY**

SNOPAC is a governmental entity operating by interlocal agreement between the member agencies. It provides services to 25 fire departments and 12 police departments and processed more than 646,000 calls for service in 2007. SNOPAC is funded by a combination of member agency fees and E911 excise tax revenues. The Board of Directors is made up largely of member agency leaders. There is also a member-at-large selected directly from the community. The Board receives input and recommendations from two Technical Advisory Committees, one each for police and fire member agencies.



SNOPAC has 112 fulltime employees and is staffed on a 24-hour basis. The current staffing level includes 63 fulltime dispatchers, 4 part-time dispatchers, 24 call takers, 6 shift supervisors, 6 Lead dispatchers and a technical staff of 7 technicians. SNOPAC has an annual budget of \$11.1 million, and a capital plan of \$6 million.

All dispatch personnel are members of the Association of SNOPAC Employees (ASE) – an in-house guild formed 15 years ago by employees. ASE and SNOPAC are currently in a three-year contract ending December 31, 2009. Both parties work hard to solve problems up front utilizing the philosophy that both management and the union are here for the same goal – to keep the community safe.

Non-union employees consist of a technical group of seven with two additional FTEs in the hiring process. Additionally, there are eight employees in the administration group, including the Executive Director and Assistant Director.

## **THE POSITION**

The Executive Director is appointed by and reports to the SNOPAC Board of Directors and will serve under a contract agreement. The Executive Director plans, organizes, directs and evaluates all operations of the 911-dispatch center. Duties include advisor to the Board, preparation and management of the annual budget and capital plans, supervision of all agency employees, risk management, contract management, and labor-management relations. The Executive Director will establish good communications with the Board of Directors, Technical Committee members, and all of the member agencies.

The position will require local travel and occasional out-of-state business and training. The previous Executive Director is retiring after 24 years of service and 13 years as Director.

## **CHALLENGES FACING THE AGENCY**

It is the role of SNOPAC to provide support for a safe community by deploying emergency

responders to the correct location in a timely manner. Daily scenarios of fast-evolving events require the best of mission critical professionals and mission critical systems. SNOPAC's greatest challenge is to acquire and maintain trained staffing resources. SNOPAC is currently staffed at 98%. A second but equally important challenge is to stay ahead of the curve in technology improvements. Efficiency is directly linked to technology for the agency and the community. The third challenge is to maintain financial stability in a changing economy. The ability to express value and the long term impact to the future is essential to good service. SNOPAC is meeting the staffing challenges and is engaged in both research and acquisition processes for next generation systems.

## **THE IDEAL CANDIDATE**

Mission critical employees and mission critical systems are key elements to the success of SNOPAC. The ideal candidate will embrace SNOPAC core values of integrity, respect, professionalism and teamwork, and will promote SNOPAC as a good place to work. As well, the Executive Director will lead in finding paths for migration to new technologies. Understanding the complexities of acquiring technical systems and working with stakeholders are strengths needed in this position. Focus must be given to solutions that support end user needs.

The Agency is seeking a highly ethical, principled, and accountable professional who has demonstrated leadership and management skills. The ideal candidate must have a proven history of success and a comprehensive knowledge of public safety communication practices. The ideal candidate should have strong leadership presence and be a results-oriented consensus builder who creates a positive work environment.

Candidates should have a positive approach to problem-solving and should be innovative in the development of department programs. This individual will be capable of making tough decisions in a timely manner when required. Candidates should have a history of



progressive, proactive, and innovative program development, as well as a track record of successful follow-through and implementation.

Sound budgetary experience is a must. The chosen candidate will also have an understanding of effective leadership and administration practices, and principles, including budgeting, planning and forecasting. The ideal candidate will be an excellent verbal communicator, a clear and concise writer, and will be expected to represent the Agency at all levels. This person must have a sense of humor, excellent interpersonal skills, and be a good listener who is accessible and works well with personnel throughout the organization.

### **EXPERIENCE & EDUCATION**

A bachelor's degree in public administration, communications, or a closely related field, and five years of progressive experience in public safety communications, including five years of managerial responsibilities, is required; or, any equivalent combination of experience and education which provides the applicant with the desired skills, knowledge and ability required to perform the work. The ideal candidate will possess a minimum of five years progressive experience in a comparable agency in a senior management or director role. Competitive

candidates will also have an ongoing record of training and development in public safety communications and management.

### **COMPENSATION**

- **\$104,000 to \$157,000**
- Washington State PERS retirement
- Full employee medical, dental, vision coverage
- Life insurance
- Long-term disability insurance
- Employee Assistance Program
- Deferred compensation program with employer match
- 11 paid holidays (same as State of Washington)
- Management employees also receive a leave with pay benefit depending upon length of service.
- Health club discount program
- Cell phone compensation

For more information, please visit:  
<http://www.snopac.snohomish.wa.us/>

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*SNOPAC is an Equal Opportunity Employer. All qualified candidates are strongly encouraged to apply by **February 22, 2009** (first review, open until filled). To apply, please send a completed application, letter of interest, answers to the supplemental questions and resume to Prothman via email at [humanresources@prothman.com](mailto:humanresources@prothman.com) or regular mail. The supplemental questions and application form can be found at [www.prothman.com](http://www.prothman.com).*



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