



# SOUTH SOUND **911**

Pierce County, Washington

## HUMAN RESOURCE GENERALIST

**\$91,593 - \$111,333**

*Plus Excellent Benefits*

*Apply by*  
**February 22, 2026**  
*(First Review, Open Until Filled)*

**PROTHMAN**



## WHY APPLY?



Headquartered in Pierce County, Washington at the foot of majestic Mount Rainier and along the shores of the Puget Sound, South Sound 911 is the result of collaborative problem-solving efforts between five 911 centers and the Pierce County community, and is recognized as an expert in building police and fire dispatch interoperability.

The Pierce County area is full of vibrant communities that offer countless cultural and educational opportunities. The nearby Cascade and Olympic mountain ranges, the waters of the scenic Puget Sound, and the County's many parks, including the 702-acre Point Defiance Park, offer a wealth of outdoor recreation opportunities.

This position is an excellent opportunity for a talented human resource professional to thrive within an excellent agency known for its ability to operate smoothly and efficiently, and to work for a supportive Director in one of the most beautiful areas in the Pacific Northwest.



## THE COMMUNITY

Pierce County is home to approximately 950,000 residents and spans 1,794 square miles, making it one of the largest and fastest-growing counties in Washington State. The County features a diverse mix of thriving urban centers, productive agricultural lands, and close-knit communities that collectively contribute to a high quality of life.

Pierce County includes 23 cities and towns, including Tacoma, Puyallup, University Place, Lakewood, Bonney Lake, Fife, Edgewood, Gig Harbor, and DuPont. The County seat, Tacoma, is the largest city with approximately 230,000 residents and is centrally located 32 miles south of Seattle and 31 miles north of the state capital, Olympia.

Tacoma is home to the Port of Tacoma, the seventh-largest container port in the United States and a major driver of the regional economy. The city offers a revitalized downtown waterfront with a mix of shopping, dining, cultural venues, and public spaces. Downtown Tacoma's Cultural District features nationally recognized institutions, including the Washington State History Museum, Museum of Glass, Tacoma Art Museum, and America's Car Museum, along with theaters and award-winning architecture.

Lakewood is the host community to Joint Base Lewis-McChord (JBLM), located along the Interstate 5 corridor. JBLM is the Department of Defense's premier military installation on the West Coast, supporting more than 40,000 active-duty service members, approximately 15,000 civilian employees, and tens of thousands of family members and military retirees living throughout the region. The base plays a significant role in the County's economy and community identity.

Pierce County is also home to the Washington State Fair in Puyallup, the largest annual event of its kind in Washington, and to Mount Rainier, the iconic 14,000-foot peak and centerpiece of the 369-square-mile Mount Rainier National Park. Together, these attractions help draw more than five million visitors to the County each year. Additional recreational amenities include Chambers Bay in University Place, one of the nation's top public golf courses and the first in the Northwest to host a U.S. Open Championship.

## THE ORGANIZATION

Authorized by a 0.1 percent sales tax increase in 2011 to support public safety in Pierce County, the community's five 911 centers consolidated under South Sound 911, and an integrated, reliable radio system is continually being built to provide better protection for first responders and safer communities. Today, South Sound 911 is recognized as an expert in building police and fire dispatch interoperability. The agency operates a regional 911 center in Pierce County which answers nearly 1 million emergency and non-emergency calls annually for 19 law enforcement and 18 fire/EMS agencies. All 4,591 South Sound 911-funded new public safety radios are in use, and in 2021 the agency completed construction of its new state-of-the-art facility in Tacoma. There, South Sound 911 consolidated all of its operations and administrative services under one roof.



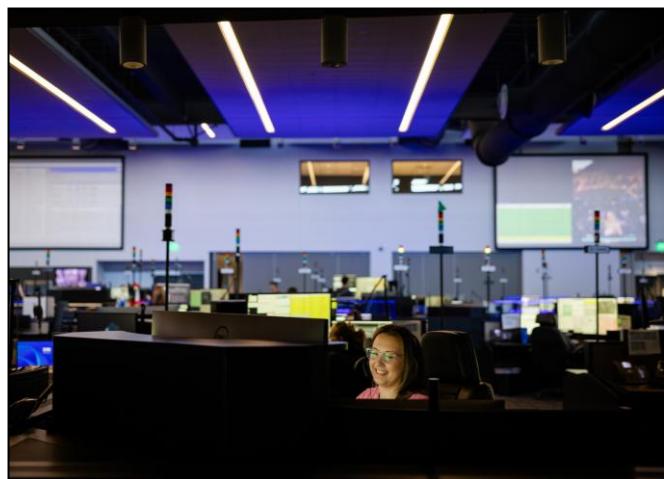
South Sound 911 is governed by an 11-member Board of Directors to which the Executive Director reports. The organization has 6 departments including 911 Communications, Budget & Finance, Administration, Human Resources, Records, and Technical Services.

South Sound 911 operates on a [2026 budget](#) of \$70.4 million which includes a General Fund of \$60.7 million. The organization employs approximately 271 personnel; many of whom work various shifts to provide 24-hour service for 911, dispatch, law enforcement records management, information technology, and administration. Services provided include 911 and dispatch operations such as emergency call handling, Text-to-911, Emergency Health Profiles, oversight through the 911 Program Office, and support for the 988 crisis line within the 911 system.



South Sound 911 also administers licenses and permits, including concealed pistol licenses, firearms dealer licenses, and forest product harvesting permits. In addition, the organization manages public records services, handling records requests, criminal justice requests, and fire agency requests. Members of the public can submit and manage online police reports by filing new reports or updating previous ones, and the organization offers additional services such as fingerprinting.

South Sound 911 has been prominently featured in an Association of Public-Safety Communications Officials (APCO) magazine article for the agency's achievements and expertise. In 2018, South Sound 911 announced a partnership with Joint Base Lewis-McChord to provide access and support for their regional computer-aided dispatch (CAD) system which unites the county's 41 local police and fire agencies with the military installation, providing a more regionalized, coordinated emergency response system. In 2019, the organization launched new services and partnerships including text-to-911 and PulsePoint Respond, and broke ground for their public safety communications center (PSCC).



## THE DEPARTMENT

The Human Resources (HR) Department serves as a centralized support function for the agency, providing comprehensive services that support a professional, responsive, and compliant workforce. The department is responsible for recruitment, employee and labor relations, leave and personnel record administration, training coordination, policy development, and safety and risk management, while supporting broader organizational priorities related to workforce development and compliance.

The department operates with three full-time positions, which includes the Human Resources Director, Recruiting Program Manager, and HR Coordinator.

For the 2025/2026 biennium, the department operates with a budget of \$838,620, excluding salary and benefits, and plays a key role in ensuring consistent HR practices and effective workforce support across the organization.

## THE POSITION

Reporting to the Human Resources Director, the Human Resources Generalist provides day-to-day operational support across a broad range of human resources functions. The position plays a key role in employee relations, leave administration, ADA coordination, workers' compensation, performance management, and training, while ensuring compliance with employment laws, agency policies, and collective bargaining agreements.

The Human Resources Generalist serves as a primary point of contact for employees and supervisors, providing guidance on HR policies, procedures, and contract interpretation, and supporting disciplinary actions, investigations, and conflict resolution. This role assists with labor relations and contract negotiations through research, analysis, and records management, and partners with leadership on organizational planning, job descriptions, skills assessments, and career development. The position also coordinates training initiatives, produces HR reports and analytics, and supports data-driven decision-making to strengthen workforce effectiveness and regulatory compliance.

To learn more about the full responsibilities of this position, view the full job description [here](#).

## IDEAL CANDIDATE

### Education and Experience:

A bachelor's degree in public or business administration, human resources, or a related field and four (4) years of progressively responsible Human Resources experience that includes HR Generalist responsibilities; or an equivalent combination of education and experience is required. Professional HR certifications, such as SHRM-CP or PHR, are a plus.



### Necessary Knowledge, Skills, and Abilities:

- Knowledge of core human resources functions, including recruitment, onboarding, training, compensation, benefits administration, employee relations, and labor relations.
- A professional demeanor marked by initiative, adaptability, innovation, and a strong commitment to continuous learning and improvement.
- The ability to function as a versatile HR generalist with exposure across multiple HR disciplines and a willingness to learn and grow professionally.
- Strong written and verbal communication skills, with the ability to communicate clearly, tactfully, and professionally using patience, courtesy, and sound judgment.
- The ability to read, interpret, and apply complex rules, policies, procedures, employment laws, ordinances, and collective bargaining agreements.
- Demonstrated attention to detail and accuracy, including proficiency with basic mathematical calculations, recordkeeping, and data review.
- The ability to exercise independent judgment, discretion, and problem-solving skills, particularly when handling sensitive, confidential, or emotionally charged situations.
- Knowledge of record retention practices, documentation standards, report preparation, and basic research methods.

- Strong customer service orientation, with the ability to collaborate effectively with a wide range of internal and external stakeholders across all levels of the organization.
- The ability to build trust and maintain confidentiality while managing personnel records, investigations, and sensitive employee matters.
- The ability to conduct objective workplace investigations, assess facts, and apply policies consistently and fairly.
- Proficiency in HR information systems, Microsoft Office applications, and related technology, with an interest in leveraging systems and tools to improve HR efficiency and service delivery.
- Strong organizational and time management skills, with the ability to prioritize work, manage multiple assignments, and adapt to interruptions in a fast-paced environment.
- The ability to analyze complex situations, identify practical solutions, and make well-reasoned recommendations.
- Familiarity with employment and labor laws, collective bargaining agreements, and contract administration practices.

## COMPENSATION & BENEFITS

- **\$91,593 - \$111,333 DOQ**
- Excellent Medical, Dental, and Vision Insurance
- Life and Long-Term Disability Insurance
- Employee Assistance Program
- Wellness Program
- Washington PERS
- 12 Sick Days
- 13 Holidays
- 12 Days' Vacation
- 401(a) Social Security Replacement Plan (6.2% Match)
- Deferred Compensation Program
- Optional Short-Term Disability

For more information, please visit:  
[www.southsound911.org](http://www.southsound911.org)



South Sound 911 is an Equal Opportunity Employer. All qualified candidates are strongly encouraged to apply by **February 22, 2026** (open until filled). Applications, supplemental questions, resumes and cover letters will only be accepted electronically. To apply online, go to [www.prothman.com](http://www.prothman.com) and click on "Open Recruitments", select "South Sound 911, WA – Human Resource Generalist", and click "Apply Online", or click [here](#). Resumes, cover letters and supplemental questions can be uploaded once you have logged in.



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