

SOUTH SOUND 911

Pierce County, Washington

FACILITIES MAINTENANCE MANAGER

\$126,248 - \$155,000

Plus Excellent Benefits

Apply by

June 14, 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 facilities professional to thrive within an excellent agency known for its ability to operate smoothly and efficiently, and to work with supportive staff 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.



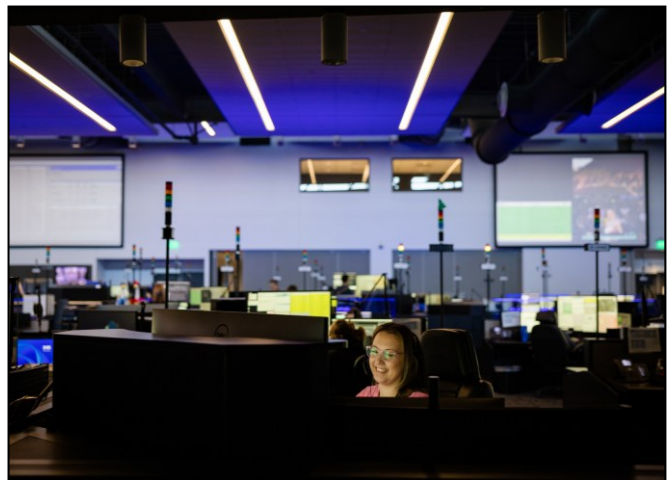
South Sound 911 is governed by an 11-member Board of Directors to which the Executive Director reports. The organization has 6 departments including 911 Communications, Budget & Finance, Administration, Human Resources, Records, and Technical Services.

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 Facilities Department is responsible for the stewardship, maintenance, and operational up-time and readiness of two organizational assets: a primary state-of-the-art, but complex CJIS facility (Pacific Avenue) and a secondary, contingency site (35th Street Backup Facility). The main building, constructed in 2021, serves as the organization's central hub and incorporates modern building systems and advanced technology that require ongoing oversight and lifecycle planning. The secondary facility, while not actively occupied, is maintained in a state of readiness to ensure continuity of operations should it be needed.

The operations of a 911 emergency communications center are continuous and perpetual—truly 24 hours a day, 7 days a week, 365 days per year. And, the criticality of facility failure is very high, especially as the facility functions relate directly to emergency communications. Thus, the department's core services include building operations with continuous up-time, in addition to preventive and corrective maintenance, and management of building systems and infrastructure. Given the technical sophistication of the primary facility, this work extends beyond routine upkeep to include oversight of integrated systems and coordination with specialized service providers. Janitorial services are delivered through an outsourced contract, with the department responsible for vendor oversight, performance management, and service quality. The department also manages a range of service and maintenance contracts necessary to support both facilities.

Staffing consists of two full-time positions, with leadership responsible for directing daily operations, supervising staff, and ensuring alignment with organizational priorities. A key need within the department is strengthened expertise in public-sector contract administration and project management. This includes the ability to manage vendor relationships, oversee capital and maintenance projects, and ensure compliance with applicable procurement and contracting requirements.



The department operates with an annual budget of \$2,261,660, which supports personnel, contracted services, maintenance activities, and ongoing facility needs. A critical component of this budget oversight is the development of long-term capital planning tied to the lifecycle of building systems and equipment. This forward-looking approach ensures that major replacements and upgrades are anticipated and funded appropriately, preserving the reliability and value of the organization's facilities over time.

THE POSITION

Reporting to the Executive Director, the Facilities Maintenance Manager (Manager) provides leadership and accountability for the reliability, safety, and operational readiness of all agency facilities, fleet assets, and supporting infrastructure. The Manager ensures that physical environments and critical systems consistently support uninterrupted public safety operations. This position also manages facilities staff and contracted service providers, setting priorities, allocating resources, and maintaining performance across multiple sites.

The Manager oversees the operation and lifecycle of building systems, including HVAC, power, security, and access controls, ensuring continuous monitoring, regulatory compliance, and timely response to issues. The Manager will be responsible for facilities budgeting, contract management, and vendor performance, ensuring cost-effective service delivery and alignment with operational needs. This position is expected to also establish preventive maintenance programs, maintain compliance records, and leads facility projects, including upgrades, renovations, and permitting.

The Facilities Maintenance Manager position is structured with a high degree of flexibility, allowing the selected candidate to establish a workload between 20 and 40 hours per week, with compensation proportionally aligned. While the role is intended to evolve toward a full-time, 40-hour position, South Sound 911 will consider candidates seeking a part-time arrangement if desired. The position may be initiated at either part-time or full-time status, with the expectation of transition to full-time as organizational needs and mutual alignment develop.

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 from an accredited four-year college or university in engineering, facilities management, public administration, or a related field is required; however, an equivalent combination of education and experience is acceptable in lieu of a bachelor's degree. Candidates must have proven experience with public contracting, and managing teams and external vendors.

Strong knowledge of HVAC, electrical, plumbing, and general building systems, and a familiarity with safety regulations and compliance standards is preferred.

Necessary Knowledge, Skills, and Abilities:

- Knowledge of facilities operations for mission-critical environments, including primary and back-up sites supporting emergency communications functions.
- The ability to understand and manage the relationship between facility infrastructure, technology systems, operational continuity, and public safety service delivery.
- The ideal candidate will bring asset management and project management experience, including oversight of capital improvement projects, upgrades, and long-term facility planning.
- The skill to manage contracts, vendors, and service providers while ensuring work is completed on time, within scope, and aligned with organizational priorities.
- The ability to supervise staff effectively, provide direction, set expectations, and support accountability across assigned facilities functions.
- Knowledge of budget monitoring practices, including the ability to identify variances early and report concerns to the CEO before issues escalate.

- The ideal candidate will exercise sound judgment, independence, and initiative in developing solutions and recommendations before elevating matters for executive input.
- The ability to work with autonomy in a hands-off executive environment while keeping leadership appropriately informed on significant issues.
- The skill to communicate clearly, directly, and professionally, including occasional presentations to an 11-member governing Board representing South Sound jurisdictions.
- The ideal candidate will be customer-service oriented and understand that reliability, responsiveness, and continuity are essential in a 911 center environment.
- The ability to make timely decisions, take ownership of responsibilities, and remain action-oriented when resolving complex operational issues.

COMPENSATION & BENEFITS

- **\$126,248 - \$155,000 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**

South Sound 911 is an Equal Opportunity Employer. All qualified candidates are strongly encouraged to apply by **June 14, 2026** (open until filled). Applications, supplemental questions, resumes and cover letters will only be accepted electronically. To **apply online**, go to **www.prothman.com** and click on "**Open Recruitments**", select "**South Sound 911, WA – Facilities Maintenance Manager**", and click "**Apply Online**", or click [here](#). Resumes, cover letters and supplemental questions can be uploaded once you have logged in.



www.prothman.com

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