

WHITCOM 911

Regional E911 and Dispatch Center

THE POSITION

ABOUT WHITCOM

DIRECTOR

\$81,880-\$99,520

Whitcom is located in Pullman among the rolling hills of the Palouse region of southeastern Washington. Pullman is a town of approximately 33,000 people located 80 miles south of Spokane and is the home of Washington State University. Moscow, Idaho, the home of the University of Idaho, is 8 miles to the east, making the area rich in university-based activities.

Whitcom employs 28 regular full-time employees and serves Whitman and Asotin Counties, the city of Moscow, Idaho, as well as 70 other agencies. This includes WSU Police, Moscow Police and Fire, the University of Idaho, and Nez Perce Tribal Police department. The regional center dispatches for agencies in two states, two universities and one sovereign nation.

The Palouse area provides an abundance of recreational, cultural, and community events, which include PAC-12 sports, arts, and entertainment. It is close to mountain ranges, scenic lakes, and rivers in an area that offers excellent outdoor



recreational opportunities.



Whitcom is governed by an Executive Board of Directors made up of participating entities. The City of Pullman, Washington State University and Whitman County representatives rotate as Chair and Vice-Chair of the Board.

THE CANDIDATE

Whitcom is an Equal Employment Opportunity employer. If you have a disability for which you will need reasonable accommodation, please provide the ADA coordinator with your request in sufficient time for the city to provide a reasonable accommodation.
(509) 338-3207;

Whitcom is seeking a Director to fill the position upon the retirement of its long-term Director. The ideal candidate will have proven leadership skills, including strong interpersonal skills that foster trust and confidence, and the ability to effectively manage the resources available to him/her. The candidate will oversee and direct the services, personnel and operations of Whitcom and represent the agency for local, state, and national 911 activities. The ideal candidate will possess excellent communication skills, program planning, implementation, and evaluation skills; and leadership/motivational skills in a team management environment.

The Director must have a strong knowledge of program planning/implementation/budget development and is responsible for the administrative management of the annual budget. Administration of state E-911 contracts is required including reporting and accounting regarding those contracts.

The ideal candidate will possess strong public relations skills to establish relationships within the communities served by Whitcom. The successful candidate will make presentations to various groups and organizations as well as represent Whitcom at various state and national meetings.

EDUCATION

Bachelor's degree in criminal justice, public administration, business administration or a related area. A Master's Degree in a relevant field is highly desirable.

Five years of progressively responsible high-level management experience coordinating the operations of a multi-use public safety agency or related experience is required.

EXPERIENCE

At least two additional years of progressively responsible experience in Emergency Service Communications with at least one year of responsibility for supervision of emergency personnel.

Experience with Spillman Technologies Computer Aided Dispatch and Records Management Systems strongly preferred.

An equivalent combination of education and experience demonstrating the ability to perform the duties of the position will be considered.

THE DUTIES

Plans, schedules, assigns, directs, coordinates, evaluates, and supervises the activities of Whitcom. Performs the full range of management responsibilities including employee performance management.

Oversees the maintenance of all technical systems hardware and software including Computer Aided Dispatch program, integrated paging program, ACCESS/NCIC interface, Master Street Addressing Guide (MSAG), E911 ANI/ALI information and all other systems.

Responsible for maintenance, upgrades, enhancements, support, training and all other aspects of the multi-agency law enforcement records and CAD system. Establishes guidelines and protocols for use of the system, serving as, or working with the Spillman System Administrator.

Develops and recommends to the Executive Board, as necessary, policies, procedures, and operating protocols for Whitcom. Oversees the day-to-day operation of Whitcom; establishes general office procedures and work assignments for employees; responsible for budget, travel, purchasing and records retention.

Initiates, directs and coordinates the overall departmental budget development process and is responsible for the cost-minded, administrative management of the department's approved annual budgets. Initiates, directs and coordinates state E-911 contracts and is responsible for all reporting and accounting regarding those contracts.

Whitcom offers an excellent benefits package, including:

- Comprehensive medical, dental, and vision insurance.
- 11 paid holidays.
- Participation in the public employees retirement system.

To be considered for this position, candidates are required to submit a completed Whitcom packet including an on-line application, supplemental questionnaire, cover letter, and résumé by 5 p.m. on the closing date. For more information, please call the Human Resources Department at (509) 338-3207.

Please complete your on-line application packet at <https://wa-pullman.civicplushrms.com/careers/>

City of Pullman
Human Resources Manager
325 SE Paradise St.
Pullman, WA 99163

THE BENEFITS

TO APPLY

<http://www.pullman-wa.gov>

CLOSING DATE: APRIL 6, 2018 POSITION BEGINS: TO BE DETERMINED