



**LEWIS  
COUNTY**  
— est. 1845 —



Washington

## 911 COMMUNICATIONS DIRECTOR

**\$99,000 - \$133,129**

*Plus Excellent Benefits*

*Apply by*

**February 20, 2022**

*(First Review, Open Until Filled)*

***P*ROTHMAN**



## LEWIS COUNTY, WASHINGTON



Located in southwestern Washington, halfway between Seattle and Portland, Oregon along Interstate 5, Lewis County is brimming with simple pleasures, relaxing excursions, and world-class outdoor adventures. You will also find glorious Mount Rainier, awe-inspiring Mount St. Helens, thickly forested wilderness, pristine streams, and lush volcanic valleys.

Approximately one-third of Lewis County is national forest and includes portions of Mount Baker-Snoqualmie, Gifford Pinchot national forest, and the Mt. Rainier National Park, as well as the William Douglas, Tatoosh, and Goat Rocks wilderness areas. The Mount Rainier summit, at 14,410 feet, is just 10 miles from the county's northeastern boundary. Mount Rainier, Mount St. Helens, and Mount Adams are easily accessible. Adventure seekers will find excellent hiking, cycling, canoeing, white water rafting, hang gliding, and rock-climbing opportunities. The White Pass Ski Area also provides the driest powder in Washington and 1,500-feet of vertical drop.

Residents of Lewis County have quick and easy access to many cultural activities, fairs, concerts, entertainment options, and a wide assortment of annual events. Recent additions to the region include the ongoing revitalization of the Centralia historic district that includes a public market, the refurbishment of the 50-room Wilson Hotel, the restoration of the 1,000-seat Fox Theater, and the reclamation of other turn of the 20<sup>th</sup>-century buildings.

For devoted golfers, Lewis County has four public golf courses: 27 holes at Newaukum Valley Golf Course, 18 holes at the Riverside Country Club, both located in Chehalis; nine holes at the 1Centralia Public Golf Course located in Centralia, and nine holes at the Maple Grove Golf Course located in Randle. DeGoede Bulb Farm features manicured gardens, a greenhouse and acres of flowers, and is open year-round to the public. A spectacular display of permanent shrubs, show gardens, 300 acres of tulips and perennials in the spring, as well as the poinsettia house in November and December are sights to behold.



Within Lewis County, you will find a quality school system comprised of 13 public school districts and 3 private schools. Centralia College, noted as the "center of excellence for energy," is located in the center of the City of Centralia on a tree-lined, 30+ acre campus with an enrollment of approximately 4,000. The college offers associate degree and bachelor's degree programs.

To learn more about everything Lewis County has to offer, please visit [www.discoverlewiscounty.com](http://www.discoverlewiscounty.com)

## THE COUNTY

Established in 1845 by the Oregon Territory Provisional Legislature, Lewis County was named for Meriwether Lewis of the Lewis and Clark expedition. The County is 2,408 square miles in size and has an estimated population of 81,000. The county seat is located in historic Chehalis, the County's second-largest city. The County is made up of two larger "twin" cities, Centralia and Chehalis. The County also has several smaller, friendly and safe communities that each have unique qualities, characteristics, and charm.



The Board of County Commissioners is the County's legislative authority, and the Commissioners serve as the chief administrators for county operations. The three County Commissioners are elected to four-year terms. The County is divided into three districts of relatively equal population as determined by the federal census every ten years.

Lewis County Departments include 911 Communications, Airports, Animal Shelter, Finance/Budget, Central Services, Community Development, Emergency Management, Environmental Health, Human Resources, Information Technology, Jail, Juvenile Court, Parks & Recreation, Public Health & Social Services, Public Records, Public Works, Risk Management, Solid Waste Utility, Southwest Washington Fair, Noxious Weed Control, and WSU Extension. The County General Fund budget for 2022 is \$46,355,872 and the County operates on an overall budget of \$164,303,338. There are approximately 600 FTEs for all departments of the County.

## THE DEPARTMENT

Lewis County 911 Communications provides three essential services for Lewis County. As the Primary Service Answering Point (PSAP), the Department receives and records all 911 emergency calls. The Department is responsible for dispatching the appropriate response agencies to each emergency. Lewis County 911 Communications also operates and manages the vast majority of radio infrastructure within the county. Lewis County 911 Communications provides service to all Fire Districts and Departments, Law Enforcement agencies, American Medical Response (AMR), Lewis County Medic One, and several other agencies. The Lewis County Dispatch Center currently operates as a County Department but has interlocal agreements with all local police and fire agencies. The Department also works with the Emergency Management and Public Works departments by dispatching for non-emergencies such as down trees and power lines, and more. The Department has approximately 24 employees including supervisors and two part-time employees. There are 18 full-time 911 Dispatchers of which eight are in trainee status, two of which are supervisors, and two who are leads. The Department's current operating budget is \$3.2 million including capital projects.

To learn more about the Department, please view the most recent Annual Report found [here](#).

## THE POSITION

Under the general direction of the County Manager, the 911 Communications Director plans, coordinates, and manages the operations and activities of the Lewis County 911 Communications Center, develops and directs 911/radio projects, supervises 911 Telecommunications and Radio operations, and supervises assigned personnel. For a full job description and to view the full scope of responsibility for the position, please view the attachment found [here](#) or on [www.prothman.com](http://www.prothman.com).



## OPPORTUNITIES & CHALLENGES

1. The County just completed a management study of the operation which indicated that there are some trust issues with the user group. Repairing these relationships will be an initial priority.
2. The County intends to launch a new strategic planning initiative using the same consultant that completed the management study.
3. Investigating re-governance options will be on the table in the planning process. An option to be considered is moving the 911 service into a private business model. The new 911 Communications Director will be a participant in this critical thinking process.
4. The Department's employees are represented by a Guild and the labor agreement will open at the end of 2022.
5. There are two imminent capital projects: a new radio tower site (450K) and a microwave site (100K).
6. There is a potential backlog of projects equaling \$7 million which are unfunded. Pursuing funding sources will be a priority.
7. Recruiting and retention of employees is an ongoing challenge. Bringing in successful strategies to improve both goals will be a plus.

## IDEAL CANDIDATE PROFILE

### Education and Experience:

A Bachelor's Degree in Business Management, Public Administration, Criminal Justice, or a related field, plus a minimum of three (3) years in Public Safety Dispatching or Emergency Services is required. The ideal candidate will have five (5) years of experience managing a 911 operation. NENA Center Manager Certification Program, NENA ENP 911 Certification, APCO Certified Public Safety Executive Program, APCO Registered Public-Safety Leader, and/or other certifications may be required. Candidates must have a valid Washington State driver's license by the time of hire.

### Necessary Knowledge, Skills, and Abilities:

- Experience in the public or private sectors serving customers of an emergency call center and dispatch center.
- The ability to build bridges and strengthen the trust of the user group.
- Excellent political instincts and the ability to keep ahead of issues.
- The ideal candidate will be empathic, a good coach and mentor, and have proven experience as a team builder.
- Experience with sales tax initiatives would be a plus.
- Experience building and managing a public sector budget including capital projects.
- Knowledge of principles, regulations, and practices of E911, Radio, and Homeland Security operations, policies, and procedures.
- Knowledge of the public safety communications environment, demands, requirements, and related laws, regulations, and systems.
- Experience with the processes for developing and administering budgets, and knowledge of accounting principles and practices in the analysis and reporting of financial data.

- The ability to apply logic and reasoning to analyze, understand and evaluate complex situations.
- Skill in establishing and maintaining effective working relationships with staff, County departments, contractors, vendors, service providers, outside agencies, community groups, and the general public.
- Exceptional skill in communicating effectively both verbally and in writing.
- Skill in supervising, leading, and delegating tasks and authority.

### COMPENSATION & BENEFITS

- **\$99,000 - \$133,129 DOQ**
- Public Employee Benefits Board (PEBB) – Medical, Vision, & Dental, MetLife Life Insurance & AD&D, and Long-Term Disability.
- Cafeteria plan: Flexible Spending Account and Dependent Care Accounts available.
- Washington State Department of Retirement Systems: PERS Plan 2 or PERS Plan 3.
- Vacation accruals will begin at 8.5 hours per month. Accrual rate increase starts at the beginning of the new year of service based on what is provided in the Employee Handbook. Vacation will begin accruing from the start of employment but will not be accessed during the 6-month probationary period.
- 8 hours sick time accrual per month.
- 11 paid holidays, plus Personal Day that is deposited into vacation credit at the 1st of the year.

**For more information on Lewis County and the 911 Communications Department, please visit:**  
[www.lewiscountywa.gov](http://www.lewiscountywa.gov)

Lewis County is an Equal Opportunity Employer. All qualified candidates are strongly encouraged to apply by **February 20, 2022** (first review, 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 "Lewis County, WA – 911 Communications Director", 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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