



## **911 Center Director Summit County Government**

**Salary Range: \$77,339-\$123,743**

**Deadline: February 3, 2018**

**[apply@krw-associates.com](mailto:apply@krw-associates.com)**

**The County:** Summit County is located among the high peaks of the Colorado Rockies, immediately west of the Continental Divide. Our dry, high-alpine climate yields over 300 days of sunshine each year and snowy winters that have attracted world-class ski resorts. We have pleasantly warm summers that are ideal for hiking, biking, fishing, backpacking, kayaking and other forms of recreation.

Summit County is centrally located in Colorado, only an hour's drive from the Denver metropolitan area via Interstate 70, the state's main east-west transportation corridor. Included within the County are six municipalities: Blue River, Breckenridge, Dillon, Frisco, Montezuma, and Silverthorne; four major ski areas: Arapahoe Basin, Breckenridge, Copper Mountain, and Keystone; portions of the White River National Forest; some Bureau of Land Management lands and two Congressionally designated wilderness areas, Eagles Nest and Ptarmigan Peak. About 80% of the land in the County is federal public land.

**The 911 Center:** The Summit County 911 Center is the regional dispatch center that provides emergency communications services to all of Summit County. The facility is located in Frisco and handles an average of 55,000 calls per year. With an annual budget of \$2M, the Center employs a staff of 22. The Center is responsible for answering emergency 911 calls and dispatching the appropriate public safety resources to the emergency scene. These resources include: all law enforcement (towns and County), fire districts, ambulance, search and rescue, the coroner's office and animal control. The Center also works closely with a separate dispatch for the State Patrol and conducts notifications of road closures. The Center is responsible for radio and other communications for most public safety departments in Summit County.

**The Position:** The 911 Center Director is a County employee who reports to a Policy Board comprised of members of the user agencies. Day to day supervision of the position falls to the Assistant County Manager. The Director is responsible for the overall proficiency and accountability of the Center and works closely with the supervisors in all functions of the Center. The Director consults with an Operations Group, also comprised of members of the user agencies and leads the 911 Center operations and technical staff. Responsibilities include:

- Develop, monitor and assure adherence to the annual budget.
- Develop and meet annual departmental objectives that reflect the policies of the County, Policy Board and Operations Group.
- Develop long and short-term goals and major projects, creating timelines and assuring completion.
- Responsible for departmental statistics and quarterly reports.
- Responsible for the adequate staffing of a 24x7 operation to include the hiring, supervision and evaluation of all Center employees.

- Administer the E911 fund, including accurate reporting and budgeting, appropriate use of fund dollars, collection of all eligible fund money from both wireless and wire-line companies.
- Responsible for the development, renewal, and adherence to all appropriate contracts.
- Assure development of and adherence to the 911 Center and County policies and procedures.
- Work as a part of the Operations Group, developing policies and procedures, resolving issues, and reporting as requested by the Group.
- Consult as needed to the Policy Board and provide whatever reporting is requested.
- Responsible for assuring the continuous, trouble-free operation of all public safety systems in the center (CAD, PS radios, mobile data, E911, voice recorder, EAS, etc.).
- Act as a motivating, professional, progressive team leader, resolving conflict, encouraging a positive and supportive attitude, demanding courtesy and professionalism at all times, coaching all employees to work at their highest ability level.
- Attend meetings with other public safety agencies, professional organizations and within the Summit County government.

**Minimum Requirements:** The successful candidate will have a four-year college degree, a minimum of four years supervisory or management experience within a Public Safety Answering Point (PSAP) and extensive knowledge of PSAP budgeting, policies, technologies, and major projects. Technical understanding sufficient to supervise the technical and operations staff is preferred. An appropriate combination of education and experience may be substituted for the degree.

**Compensation:** The salary range is \$77,339 - \$123,743, depending on qualifications. The County offers an excellent benefit package. Benefit details can be viewed on the County website [www.co.summit.co.us](http://www.co.summit.co.us)

**How to Apply:** Applications will be accepted electronically from January 5, 2018 to February 3, 2018, by KRW Associates, LLC, [apply@krw-associates.com](mailto:apply@krw-associates.com) and must include a cover letter, resume (with salary history), and 6 professional references.

**Questions:** Questions should be directed to Senior Associate Susan Eaton at [info@krw-associates.com](mailto:info@krw-associates.com) or (303) 377-9675 or Lorne Kramer, KRW Associates Managing Partner at [info@krw-associates.com](mailto:info@krw-associates.com) or (719) 310-8960.

*Summit County is an Equal Opportunity Employer*