



Moses Lake, Washington

**DIRECTOR**

**\$105,000 - \$135,000**

*Plus Excellent Benefits*

Apply by  
**April 26, 2020**  
*(open until filled)*

**PROTHMAN**



## WHY APPLY?



Headquartered in Grant County Washington in the City of Moses Lake, MACC 911 is a county-wide consolidated dispatch center that serves 30 agencies through-out Grant County. Moses

Lake is centrally located between Seattle and Spokane on Interstate 90 between fields of agriculture, freshwater lakes, vineyards and popular recreational destinations. The area enjoys on average 300 sunny days a year and recreational opportunities abound with world-class fishing, hunting, biking, hiking, camping, golf, boating, ballooning and hydro races. This is an excellent opportunity for an experienced innovative leader to continually focus on improving an already high-functioning MACC 911, and to work with the organization's well-tenured staff to develop a vision for the organization's future. If you are looking for a challenging and rewarding career opportunity in a stunning area to live and you love the great outdoors, this is the right position for you!

## THE COMMUNITY

The main attraction in Moses Lake is the lake that shares the City's name. Many visitors come to enjoy the many water sport activities on Moses Lake, which also offers 120 miles of shoreline. Moses Lake covers 6,500 acres and is one of the largest natural freshwater lakes in the state. Within the city, the Surf 'n Slide Water Park is also a top attraction for Moses Lake and is considered the state's premier outdoor aquatic center. The water park is open from Memorial Day through Labor Day, and the main features are the 200-foot water slides, the lazy river, the surfing simulator, the beach and bay swimming area, and sand volleyball courts. Moses Lake is host to several festivals and other community events throughout the year, such as tournament league baseball, Moses Lake Rodeo Roundup, and the Moses Lake Spring Festival. Held over Memorial Day weekend, this festival kicks off the summer tourist season. Entertainment includes live music performances, a Kid-die Parade, a Grand Moonlight Parade, carnival-style rides and games, a car show and a basketball tournament. Moses Lake is also home to the Grant County Fairgrounds which hosts an annual fair, as well as other events throughout the year.

Historically, Moses Lake's economic base has been agriculture, and it is still known for its fresh tree fruit and a variety of crops associated with the food processing industry, but manufacturing and technology have also become important to the local economy. The Port of Moses Lake is an aviation, manufacturing, and technology hub and the port operates the Grant County International Airport, one of the largest airports in the western United States. Formerly the Larson Air Force Base, the airport is now a world class heavy jet training and testing facility that has been used by the Boeing Company, the U.S. Military, and many air carriers from around the world.

The Moses Lake School District, with ten elementary schools, three middle schools, one high school, and a technical skills center, offers a high quality of teaching and many extra-curricular activities to its students. Moses Lake is home to Big Bend Community College which provides higher education opportunities for the region and enrolls over 4,000 students a year.

Beyond city limits, the Gorge in George borders the County's west side above the Columbia River gorge. The Gorge is a remote 20,000-capacity concert venue with Columbia River Gorge views that hosts many national touring acts and festivals each year and is one of the County's many attractions that draws an abundance of visitors each year. At the northern tip of the County, the 550-foot-tall Grand Coulee Dam has stunning free nightly laser light shows that are projected on the dam. Grant Count also has an abundance of off roading areas near Moses Lake and Beverly, which feature rolling sand dunes, breathtaking waterfront and plenty of space to have fun!



## THE ORGANIZATION

Founded in 1995, the Multi Agency Communication Center is a countywide consolidated dispatch center that serves 9 Law Enforcement Agencies, 16 Fire Agencies and 2 EMS Agencies in Grant County. In addition to the 9 law agencies, MACC provides dispatch services to Washington State Parks in Grant County, the Department of Corrections in Grant County, and the Grant County Coroner.

The organization provides all full services normally associated with a consolidated PSAP and is proud to have provided Text-to-911 for nearly five years. The organization is governed by a 7-members Board of Directors made up of elected officials and representatives from the Grant County Board of Commissioners, the Association of Grant County Cities and Towns, the Police Chiefs of the Cities and Towns of Grant County, the Grant County Fire Chiefs and Commissioners Association of Grant County, the Grant County Emergency Medical Services Council, the Grant County Sheriff's Office, and the Largest City or Town of Grant County.

MACC is divided into three departments including Operations, Technical, and Finance. Operations runs three dispatch shifts of eight hours each, and has three supervisors and 15 dispatchers. The department uses Spillman computer-aided dispatch and responded to 58,000 calls for service in 2019. The organization employs 26 staff and operates on a 2020 budget of \$4.8 million. The organization is funded through a \$30 per call user fee, a Washington State 911 fee, and a 0.1% emergency communications tax. User fees are also assessed to fund some of the functions of dispatching.

MACC operates out of a new 9,713 square foot facility which was constructed in 2016. MACC still utilizes its previous leased facility located at the Moses Lake National Guard Armory as the organization's backup PSAP.



## THE POSITION

Under the direction of the Board of Directors, MACC's Director is responsible for the efficient functioning and coordination of all aspects of the Multi Agency Communications Center, to include program planning and organization, day to day activities and implementing policies of the Board. The Director acts as liaison between public safety agencies and the Board and ensures that User Agencies and the general public receive the highest level of professional service.

The Director also carries out the orders of the Board and sees that all laws of the State pertaining to matters within the functions of the Center are duly enforced, and keeps the Board fully advised as to the financial condition and needs of the Center. This position serves as the 911 Coordinator for Grant County.



### Other responsibilities include:

- Developing, reviewing and evaluating existing policies, procedures, and work methods by means of periodic and special studies, and directs installation of improved work methods and procedures to ensure achievement of Center objectives.
- Develops standards and methods for measurement of Center activities, interprets and transmits policies of the Board to User Agencies, Center personnel, outside agencies, and also assures compliance with adopted policies.
- Reports monthly to the Board concerning various phases of the Center's operations and its financial condition.
- Meets with department Managers to coordinate their activities and formulate various programs of the Center.
- Develop short- and long-term goals and objectives for the Center. Evaluates the Centers performance and achievements. Carry out the duties of the Board as outlined in the Inter-Local Agreement.
- Serves as liaison between the Center and the User Agencies, establishing and maintaining effective working relations.

- Administers the work of the Center in accordance with the policies adopted by the Board of Directors; establish and enforce policies and procedures to ensure efficient and economical operation of the Center.
- Coordinates dispatch services to User Agencies.
- Oversees preparation of the annual budget for control of expenditures for the Center, recommends appropriate fee schedules, and assists with the presentation to the Board of Directors. Oversees the expenditure of funds in accordance with budget appropriations as approved by the Board.
- Oversees contract management including the oversight of contracts for goods and services, requests for proposals, competitive bidding processes, and selection of professional services.
- Serves as the primary contact with union representatives. Interprets and ensures the union contract is followed. Researches and prepares recommendations for union contract negotiations.
- Attends and participates in MACC Board meetings; offers advice, assistance, and makes recommendations.
- Participates in various MACC committees and 911 organizations and associations.
- Oversees the Quality Assurance program for MACC operations.
- Ensures that employee personnel records are maintained. Oversees personnel actions and ensures proper policies and procedures are followed.
- Responsible for long range operational and strategic planning to ensure continued reliable emergency communications for User Agencies and citizens of Grant County; defines goals and objectives and makes recommendations to the Board of Directors.
- Ensures procedures and standards are maintained in dispatch programs and other enhanced 911 services.
- Functions as the personnel director making decisions regarding hiring, promotion, demotion, discipline or termination of employees. Oversees the evaluation of employee s work performance.
- Develops and maintains comprehensive Policy and Procedure and training manuals as necessary for the efficient operation of the Center. Identifies deficiencies and implements changes to improve the effectiveness of operations.
- Ensures the training and orientation of new employees regarding all aspects of operations of the Center.
- Supervises the Center's staff either directly or through subordinate managers and supervisors.

## CHALLENGES & OPPORTUNITIES

### Performance Evaluation Process Review

The new Director will work with current staff to develop a plan to ensure that the necessary support and leadership to line dispatchers is consistently provided. The Director will also need to review the current performance evaluation process to ensure evaluations are providing valuable feedback which is leading to consistent performance of line personnel.

### Union Contract

The current dispatcher contract expires at the end of 2020, and the Director must start contract negotiations several months before the contract's expiration. A salary review is in progress.

### 12-Hour Shifts Evaluation

There have been ongoing discussions regarding the pros and cons of moving dispatchers from 8-hour to 12-hour shifts. The new Director will conduct an evaluation on this issue.

## IDEAL CANDIDATE PROFILE

### Education & Experience:

A bachelor's degree from an accredited college with course work in business or public administration, communications, public safety dispatch or related field is required, along with five (5) years of supervisory or management experience in public-safety communications, preferably in an Enhanced 9-1-1/ consolidated dispatch center. Work experience may be substituted for some or all of the required education on a year-for-year basis, however there is no substitution for the required supervisory or management experience. A strong emphasis will be placed on experience, abilities and personal attributes.



Candidates must successfully complete and pass a background check and health and drug screening, be substance free and have no illegal or addictive drug use for at least three (3) years prior to date of application, nor use after appointment, and have a valid Washington State driver's license. The selected candidate must maintain their primary residency in Grant County.

Recognized leadership certifications such as attainment of the APCO (Association of Public-Safety Communications Officials International) Certified Public Safety Executive (CPE) designation or the Registered Public-Safety Leader (RPL) designation and ongoing recertification, and 5-7 years of experience with dispatch operations resulting in a thorough knowledge of emergency dispatch operations is highly preferred.

#### **Necessary Knowledge, Skills & Abilities:**

- Must possess extensive knowledge of management and supervisory principles and practices including program planning, budgeting, direction, coordination, and evaluation.
- Proven experience in a leadership position; ability to demonstrate leadership behaviors.
- General knowledge of current managerial and supervisory principles and practices reflecting motivational skills and team building.
- Time management, planning, and organizational skills to effectively prioritize work and balance multiple responsibilities.
- Must be able to organize and coordinate multiple tasks simultaneously in order to meet strict deadlines, establish and maintain a secure and confidential environment, be self-motivated, with an ability to work under stress, and effectively prioritize work.
- Must possess extensive knowledge regarding the interpretation and application of federal, state, and local rules, regulations, codes and ordinances, including principles and best practices of public administration.
- Comprehensive knowledge of 9-1-1 operations, standard practices, equipment, technologies, services, programs, and trends as well as federal, state, and local laws and regulations applicable to 9-1-1 operations.
- Experience working with labor-management teams, management labor attorney and negotiator, negotiations and collective bargaining processes; working knowledge and understanding of laws and procedures involving collective bargaining.
- Requires thorough knowledge of practices and principles of public disclosure process and compliance with state records retention requirements.
- Ability to develop, implement, and evaluate short and long-term goals and objectives; develop, implement, conduct programs and activities, and make necessary adjustments to meet goals and objectives.
- Ability to plan, organize and oversee programs, including monitoring work schedules, quality assurance and evaluating the work of subordinates.
- Ability to develop departmental goals and objectives. Analyze and evaluate department operation, applying judgment and discretion in resolving problems and interpreting policies and regulations.
- Ability to establish high standards of performance for the department and willing to make difficult personnel decisions.
- Exercises and demonstrates appropriate discretion and confidentiality regarding sensitive issues related to the organization, 9-1-1 incidents, and personnel matters.
- The Director must select, train and evaluate team members, perform problem-solving to provide solutions to problems that impact the efficiency and effectiveness of the communications Center.



- Knowledge of principles and practices of government finance, budgeting, and generally accepted accounting practices.
- Ability to communicate in a professional and business-like manner, clearly and effectively communicating in person, by phone, through written correspondence, and via electronic form with individuals and groups which may involve complex or sensitive information.
- Ability to convey information and instructions accurately and clearly and deliver reports and presentations in various forums.
- Ability to maintain interpersonal skills and to establish and maintain effective working relationships with a wide range of individuals and groups.
- Ability to work under pressure, exercise good judgment and make sound decisions in daily and emergency situations.
- The ideal candidate is an innovative leader with demonstrated critical thinking skills. He or she will be a problem solver who is customer service driven and adaptable to change.
- The selected candidate will be an honest individual with the ability to provide honest answers, be visible to all employees, and be a progressive thinker who is proactive, not reactive. As a leader within the organization, the next Director will challenge employees to move forward, have a vision for the organization, and have the ability to lead employees to the next level by focusing on developing the agencies human infrastructure.
- Candidates should have a solid understanding of both police and fire/EMS dispatching practices and have experience with union collective bargaining.

## COMPENSATION & BENEFITS

- **\$105,000 - \$135,000 DOQ**
- Medical and Dental Insurance
- Life Insurance
- Deferred Compensation
- Employee Assistance Program
- 12 Days of Vacation
- 12 Days of Sick Leave
- Bereavement Leave
- 11 Paid Holidays
- Washington Public Employee Retirement System
- Optional Supplemental Benefits
- Longevity Pay
- Management Leave
- Paid Family Medical Leave

**For more information,  
please visit:  
[www.macc911.org](http://www.macc911.org)**



MACC 911 is an Equal Opportunity Employer. All qualified candidates are strongly encouraged to apply by **April 26, 2020** (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 "submit your application" and follow the directions provided. Resumes, cover letters and supplemental questions can be uploaded once you have logged in.

**PROTHMAN**

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