

# EXECUTIVE DIRECTOR

## JEFFCOM 911



### Why Apply?

The next Executive Director of Jeffcom 911 will have the opportunity to lead one of Colorado's largest and most innovative regional emergency communications centers. Serving 29 partner agencies ranging from urban centers to rural mountain communities, Jeffcom is recognized nationally for its technology, operational capabilities, and regional impact. The organization is financially stable, operates from a modern facility, and is supported by talented, mission-driven professionals. With a supportive Board, strong technology foundation, and momentum for positive cultural change, the next Executive Director will be well positioned to help shape and strengthen the future of emergency communications across the region.





# THE COMMUNITY

Located immediately west of Denver, Jefferson and Clear Creek Counties form an expansive region of the Colorado Front Range that offers metropolitan access along with historic communities, mountain scenery, and abundant outdoor recreation.

Sharing a border with Denver, Jefferson County (pop. 580,000) is one of Colorado's most populated counties, stretching north to south along the Front Range. At the base of the foothills is Golden, the county seat and one of the region's most distinctive communities. Home to Jeffcom 911, Golden is known for its vibrant historic downtown, museums and cultural attractions, thriving arts community, and easy access to an active outdoor lifestyle. The city is also the longtime home of the Coors Brewery—the world's largest single-site brewery—and Colorado School of Mines, renowned for its engineering and applied science programs. Golden's combination of college-town energy, tourism, western heritage, and outdoor access creates a vibrant community throughout the year.

Jefferson County is also home to several other major communities, each with its own character. Lakewood (pop. 156,000) is one of Colorado's largest cities and serves as a major employment, retail, civic, and cultural center. Arvada (pop. 122,000) offers established neighborhoods and a lively historic Olde Town district, and both cities enjoy commuter rail access to Denver. The famed Red Rocks Park & Amphitheatre is just down the road, making the area a hub for concertgoers.

West of Jefferson County, Clear Creek County (pop. 9,000) provides a more rural mountain environment while remaining closely connected to the Denver region. Idaho Springs, the county's largest community, features a historic downtown, restaurants, hot springs, rafting access, and a long mining heritage. Georgetown, the county seat, is known for its preserved Victorian architecture and scenic mountain setting, with the historic Georgetown Loop Railroad adding to its Old West character. Empire and Silver Plume further contribute to the region's small-town character and historic charm.



# JEFFCOM 911

Jefferson County Communications Center Authority, also known as Jeffcom, is a regional public safety communications center serving approximately 600,000 residents across Jefferson and Clear Creek Counties, Colorado. Established in 2018, Jeffcom is the second-largest emergency communications center in Colorado and provides emergency dispatch services for 29 police, fire, and emergency medical agencies. Eight of these agencies operated their own emergency communications centers prior to consolidation and now serve as Jeffcom Member Agencies, each with voting representation on the Board of Directors. The Board meets monthly.



The center is staffed with 136 communication specialists and 18 supervisors and handled 592,392 total calls in 2025, including 233,494 emergency and 207,955 non-emergency calls. Operating with a budget of \$27 million, Jeffcom is funded by annual financial contributions from each contracting agency based on proportional use of the system, along with annual funding from Jefferson County Emergency Communications Authority (JCECA).

Jeffcom employs advanced public safety technology, including the Carbyne APEX call processing platform and the ProQA system for both Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD). The center also maintains specialized units, including the Incident Dispatch Team (IDT), which supported 37 tactical operations in 2025, and utilizes FAA-certified drone operators to enhance field response capabilities.



In February 2025, Jeffcom moved from its rented space in Lakewood to a modern, purpose-built center in Golden. The 24,000-square-foot facility provides expanded operational capacity, improved technology infrastructure, enhanced training rooms, and dedicated wellness spaces. Its strategic location near the interchange of 6th Avenue and Interstate 70 also provides strong access to regional public safety fiber optic backbones and radio infrastructure.



# THE EXECUTIVE DIRECTOR

Reporting to the Board of Directors, the Executive Director serves as the chief executive officer of Jeffcom 911 and is accountable to the Board of Directors for the overall leadership, strategic direction, operational performance, financial stewardship, and organizational success of the Authority. The Executive Director works collaboratively with member and user agencies to ensure exceptional emergency communications services, stakeholder engagement, and long-term organizational sustainability. The Executive Director oversees the development and administration of policies, procedures, technology systems, and organizational resources necessary to effectively serve the community and support public safety responders.



## OPPORTUNITIES & CHALLENGES

### 1) **Strengthening Organizational Culture**

Recent organizational assessments identified challenges related to communication, confidence, leadership alignment, and employee engagement. While significant progress has been made under interim leadership, employees desire stronger communication, greater visibility from leadership, increased collaboration across divisions, and a more coaching-oriented culture. The next Executive Director will have an opportunity to build upon this momentum and create a culture that is aligned, engaged, and focused on people.

### 2) **Workforce Development, Succession Planning, and Organizational Readiness**

Employees express excitement for more opportunities related to leadership development, professional growth, training programs, succession planning, and organizational capacity. The next Executive Director will need to strengthen onboarding, leadership development, supervisory training, and workforce engagement while ensuring Jeffcom remains an employer of choice in a competitive environment.

### 3) **Balancing Innovation with Operational Excellence**

Jeffcom is widely recognized as a technology leader and innovator within the public safety communications profession. Stakeholders strongly support maintaining that reputation while ensuring innovation remains aligned with operational needs and organizational priorities. The next Executive Director will be expected to guide major technology initiatives, including CAD modernization, Next Generation 911 advancements, cybersecurity readiness, and emerging technologies, while ensuring employees and partner agencies remain engaged throughout the process.

4) **Multi-Agency Governance and Partner Relationships** - Serving 29 partner agencies requires balancing diverse operational needs, service expectations, and stakeholder priorities. The next Executive Director must be an effective relationship builder who can maintain credibility and collaboration across the region while ensuring Jeffcom remains focused on its mission and organizational identity.



# IDEAL CANDIDATE TRAITS



- **Servant Leader with Presence** – Visible, approachable, and engaged with employees at all levels of the organization. Invests time on the operations floor, understands employee challenges, and builds trust through accessibility, authenticity, and genuine concern for people.
- **Culture Builder** – Creates a cohesive and collaborative organization by breaking down silos, strengthening relationships between divisions, fostering accountability, and building a culture rooted in trust, communication, and shared purpose.
- **Strategic Leader & Visionary** – Establishes clear organizational direction, develops meaningful strategic plans, aligns priorities, and ensures the organization remains focused on long-term success rather than reactive decision-making.
- **Political & Governance Savvy** – Successfully navigates a complex regional governance structure while balancing the needs of multiple law enforcement, fire, EMS, and municipal stakeholders. Builds productive relationships with the Board and partner agencies while maintaining Jeffcom’s organizational identity.
- **Communications Professional** – Possesses a strong understanding of modern public safety communications and appreciates the operational complexities of both law enforcement and fire/EMS service delivery. Understands the unique challenges facing communications professionals and earns credibility throughout the organization.
- **Strong Communicator** – Transparent, honest, and consistent in both messaging and decision-making. Clearly communicates the "what," the "why," and the expected outcomes while creating meaningful two-way communication throughout the organization.
- **Change Leader** – Capable of assessing organizational needs, leading thoughtful change initiatives, and balancing innovation with stability. Understands how to navigate change fatigue while maintaining momentum and employee engagement.
- **Coach & Mentor** – Invests in leadership development, succession planning, training, and professional growth. Builds future leaders while creating clear expectations and accountability at all levels of the organization.
- **Technology & Innovation Leader** – Appreciates Jeffcom’s reputation for innovation while ensuring technology investments remain aligned with operational needs, organizational priorities, cybersecurity requirements, and Next Generation 911 initiatives.
- **Financially Astute Executive** – Understands budgeting, capital planning, multi-agency funding models, and long-term financial sustainability. Demonstrates sound fiscal stewardship while balancing service expectations, organizational priorities, and available resources.

# EDUCATION & EXPERIENCE

Bachelor's degree in public administration or a related field, and the ability to obtain CCIC/NCIC certification within six months of accepting position. Or equivalent education and experience that demonstrate the necessary knowledge, skills, and abilities.

## PREFERRED:

- Master's degree.
- At least 5 years of progressive leadership experience in public safety or a PSAP.
- Experience serving as a senior leader reporting to a board of directors or similar governance structure.

# COMPENSATION & BENEFITS

Jeffcom offers an annual salary range of \$179,410 to \$278,088, based on qualifications and experience, along with a comprehensive [benefits](#) package.

# RESOURCES

[2025 Annual Report](#)

[Org Chart](#)

[New Hire Information Book](#)

[Visit Golden](#)

[Visit Clear Creek](#)



Golden, CO

# TO APPLY

Apply Online: [gmphr.com](https://gmphr.com)

First Review: **July 31, 2026**

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