

## JOB DESCRIPTION



**Position:** Executive Director  
**Reports to:** Board of Directors  
**FLSA Status:** Exempt  
**Last Updated:** June 18, 2026

**Vision Statement:** Connecting Lives, Surpassing Expectations

**Core Values:** Compassion, Professionalism, Integrity, Respect, Unity, Accountability, Adaptability

### **Position Summary:**

The Executive Director serves as the chief executive officer of the Jefferson County Communications Center Authority (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.

### **Supervision Received:**

Works under the general supervision of the Board of Directors (the "Board").

### **Supervision Exercised:**

Maintains oversight of all positions within the Authority.

### **Essential Duties, Functions and Responsibilities:**

*(The duties listed are intended only as illustrations of the various types of work that may be performed, and are in no way construed or perceived to be exhaustive. The employee may also be required to perform additional functions and duties as assigned.)*

- Work with the Board to ensure the Authority operates in accordance with the Board's vision, mission and strategic priorities.
- Responsible for the ongoing success, strategic direction, and management of the multi-county 911 Center.
- Sets the strategy in collaboration with the leadership team to ensure the center fulfills its vision and mission and serves as the change management leader.
- Secures the necessary resources to effectively support and manage 911 operations.

- Work with legislative issues affecting 911 operations.
- Serve as primary point of accountability for the communication center's performance including achievement of service levels established by the Board.
- Oversee daily coordination, management, and leadership of the Authority's operational, technical, and administrative needs as a functioning regional facility.
- Conduct short and long-range planning to include a strategic plan which will be reviewed annually with the Board.
- Act as the official spokesperson for the Authority and represent the Authority in negotiations, public forums, and other venues.
- Works with member and user agencies to resolve interagency issues and promote regional collaboration.
- Act as the key facilitator and negotiator and aid in decision- making among agency stakeholders.
- Ensure effective coordination among agencies utilizing the Authority's facilities, services, and resources.
- Oversee projects to develop the 911 center's effectiveness.
- Direct the development and administration of policies, procedures, and technology to ensure the Authority is on the current edge of industry trends and standards relating to public safety dispatching.
- Participate in the development of goals, objectives, policies and priorities for implementation of appropriate programs; prepare and present system strategic plans; ensure that strategic plans are consistent with the plans as developed by the Board.
- Establish appropriate service and staffing levels; monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; allocate resources accordingly.
- Manage personnel, including hiring, selecting, training, motivating, evaluating and directing personnel; provide or coordinate staff trainings; work with employees to correct deficiencies; develop personnel policies; implement discipline and termination procedures.
- Oversee and participate in the development and administration of the annual Authority budget; approve expenditures and implement budgetary adjustments as appropriate and generally be responsible for the deposits and assets of the Authority Board. Work with the Board to establish Member and User fees and adjust allocations as necessary. Ensure long-term fiscal viability of the Authority through appropriate budgeting and fiscal management.
- Provide assistance to the Board; participate on a variety of boards, committees; prepare and present reports and other necessary correspondence.

- Attend and participate in professional group meetings, stay abreast of new trends and technologies in all fields related to the E-911 systems, computer- aided dispatch centers, and other related technology and processes.
- Perform related duties and responsibilities as required.

**Minimum Education, Experience, License and Certification Requirements:**

- This position requires a bachelor's degree in public administration, or a related field. Master's degree preferred. Any equivalent combination of education, experience and training that provides the required knowledge skills and abilities may be considered.
- Minimum of 5 years' experience of progressive leadership in a PSAP or Public Safety preferred.
- Experience serving as a senior leader reporting to a board of directors or similar governance structure is preferred.
- Ability to obtain CCIC/NCIC certification within six months of accepting position.

**Required Knowledge, Skills and Abilities**

- In depth knowledge of federal, state, and local laws and regulations regarding a PSAP.
- Ability to create and manage effective relationships with executive-level stakeholders in government and public safety agencies.
- Ability to perform multiple tasks simultaneously while remaining detail oriented.
- Knowledge of personnel management principles and methods, including but not limited to supervision, leadership, motivation, coaching, establishing goals, conflict resolution, team building, delegation, record keeping and effective communications.
- Ability to understand training needs to accomplish training goals.
- Ability to organize, manage, plan strategically, prepare budget and processes.
- Ability to communicate with others and to assimilate and understand information in a manner consistent with the essential job functions.
- Ability to make sound decisions in a manner consistent with the essential job functions.
- Ability to make presentations to public groups, management and the Board.

- Ability to investigate and analyze information/data and draw accurate conclusions.
- Possess records systems management skills.
- Knowledge of public safety communication center operations, services and activities.
- Proficiency with standard office equipment, including computer and network systems, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and email.
- Ability to negotiate contracts.
- Knowledge of jurisdiction including demographics, response agency leadership, geography, local politics, and culture.
- Possess excellent oral and written communication skills as well as business math and basic accounting skills.
- Ability to read, write, speak, and understand the English language at a level adequate to perform the duties of the position.
- Knowledge of liability issues and ethical concerns related to training, supervision, and overall agency operations.
- Understanding of public safety communications systems, technologies, and operations, including Next Generation 911 (NG911), Computer-Aided Dispatch (CAD), radio communications systems, Geographic Information Systems (GIS), records management systems, emergency medical dispatch protocols, and related public safety technologies.
- Knowledge of professional standards, accreditation requirements, and industry best practices related to public safety communications, including those established by the Commission on Accreditation for Law Enforcement Agencies (CALEA), the National Emergency Number Association (NENA), the Association of Public-Safety Communications Officials (APCO), the National Fire Protection Association (NFPA), the Commission on Fire Accreditation International (CFAI), and other relevant standards applicable to member and user agencies.
- Strong interpersonal skills.
- Ability to work both independently and as part of a team in a fast-paced, high pressure environment with tight time constraints.
- Ability to communicate complex and technical information in a simple, clear and straightforward manner.
- Knowledge in municipal, county and special district activities and services and how they impact the community.
- Demonstrates political acumen, diplomacy, and sound judgment while maintaining organizational neutrality, professionalism, and integrity.
- Energetic and motivated with the ability and desire to take initiative.

- Excellent critical thinking skills.

### **Physical Demands:**

#### **Lifting and Carrying:**

Position requires ability to frequently lift/move objects of up to 10 pounds in weight, and occasionally lift/move objects of up to 25 pounds in weight.

#### **Body Positions:**

This position will involve sedentary, administrative work in an office environment. This position requires ability to sit for extended periods, and frequent pushing, pulling, pinching, gripping, reaching over head, reaching away from body, and repetitive motions. Standing, walking, kneeling, stooping, bending, lifting, and squatting also will be required as necessary to perform the duties of the position.

#### **Vision and Hearing:**

Use of sensory activities, such as talking, seeing, and hearing, will be required frequently. Position requires close vision and the ability to adjust focus.

### **Mental Requirements:**

#### **Information Retention:**

Must be able to read, remember and use policies, procedures, criminal laws and ordinances that apply to the position.

#### **Language Ability:**

Must be able to speak English clearly and concisely to communicate effectively with employees, member agencies, stakeholders, vendors, and the public.

#### **Reasoning:**

Ability to apply common sense understanding to carry out instructions furnished in written or oral form and to solve problems with good judgment and decision-making skills.

### **Work Environment and General Information:**

Work is performed in a professional office environment supporting a regional public safety communications authority. Responsibilities include leading an organization that operates in a high-demand, mission-critical environment that may experience emergency incidents, staffing challenges, critical events, and rapidly changing operational priorities. Contact with citizens, employees and emergency responders of other public jurisdictions, members of management across Jeffcom, and members of private industry.

**ADA Compliance Statement:**

The human resources goal of Jeffcom is to select and retain the best qualified applicant for each available job. An applicant's or employee's disability will not remove the application from consideration or current employee from his/her job if the applicant or employee is able to perform the essential functions of the job with or without reasonable accommodation unless such accommodation will result in undue hardship for Jeffcom or pose a safety risk to the applicant, employee, or others.

Jeffcom complies with the American with Disabilities Act. If you require special accommodation in order to apply for this position, please contact the Human Resources.

The job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.

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Board President                      Date