

SNOHOMISH COUNTY JOB DESCRIPTION

ENHANCED 911 MANAGER

Spec No. 6056

BASIC FUNCTION

Manage Snohomish County's enhanced emergency communications program.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Plans, conducts and administers E-911 program operations, including policies, procedures, and other relevant information as necessary to evaluate program efficiency and ensure compliance with applicable laws, regulations, and program goals and objectives.
2. Prepares and administer the program's proposed annual budget; confers with the executive fund manager, county fund accountant, advisory board, emergency communications center managers, and state E911 coordinator's office on fiscal issues such as use of restricted special revenue funds, cash flow, budget policies and procedures, and capital improvement.
3. Prepares resolutions, ordinances, and contracts; reviews and updates existing ordinances; prepares a variety of correspondence, memoranda, reports and other written materials.
4. Serves as the primary liaison for Snohomish County to the public safety answering points, telecommunications service providers, and state E911 coordinator's office. Coordinates with other jurisdictions, state offices, fire and police agencies, private companies, and other agencies to ensure smooth operation of the system.
5. Monitors legislative and regulatory proposals, rulings or actions to determine the impact on 911 service delivery; researches and analyzes major impact issues confronting 911 service delivery; determines appropriate data gathering procedures and compiles information from interviews, questionnaires, records, regulatory materials and other sources; analyzes and evaluates relevant information, develops findings, conclusions and recommendations as appropriate.
6. Serves as the primary point of contact for all discrepancy reporting and resolution related to the emergency communications system, including interface of private switch 911 services, alternate local exchange 911 services, call routing coordination, trouble reporting and standardization.
7. Develops and implements countywide communication policies, procedures, protocols, and plans for short- and long-term 911 outages.
8. Participates with relevant groups including the Communications and NG911 subcommittees.

SNOHOMISH COUNTY JOB DESCRIPTION

ENHANCED 911 MANAGER

Spec No. 6056

STATEMENT OF OTHER DUTIES

9. May negotiate and/or review county contracts and agreements with other governmental agencies and service providers, and monitor contract service compliance.
10. Perform related duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree in business administration, public administration, or closely related field; AND, four (4) years of experience in an increasingly responsible administrative position with an agency, organization or program; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities.

PREFERRED QUALIFICATIONS

Master's degree is preferred.

Emergency Number Professional certification is preferred.

SPECIAL REQUIREMENTS

A valid State of Washington Driver's License is required for employment.

Must be able to acquire and maintain appropriate security clearance.

KNOWLEDGE AND ABILITIES

Knowledge of:

- practices, methods, and procedures of government accounting, budgeting, and financial management
- emergency service call operations including legacy and next generation networks, equipment, and data base
- organization, structure and functions of county public safety answering points
- county geography and standard addressing systems
- research methods and techniques
- national 911 call taking performance standards

Ability to:

- operate a personal computer and software packages
- interpret directives and use initiative and sound judgment in applying same to the work situation
- plan and conduct a variety of management, organizational and research studies

SNOHOMISH COUNTY JOB DESCRIPTION

ENHANCED 911 MANAGER

Spec No. 6056

KNOWLEDGE AND ABILITIES (Continued)

- gather, analyze and evaluate a variety of data including statistical data
- read, interpret and evaluate complex written materials including a variety of laws, rules, regulations, reference materials, technical reports and legal documents
- assess the relative advantages and disadvantages of alternative courses of action
- organize facts and present findings, conclusions and recommendations in a clear, concise and logical manner
- plan, organize, and work independently with minimal supervision
- exercise good judgment as to when to act independently and when to refer situations to a higher authority
- work under pressure in order to meet deadlines
- maintain the confidentiality of information
- establish and maintain effective work relationships with a broad variety of partners and the general public

SUPERVISION

The employee reports to the Director of Emergency Management. Employee works independently and work is reviewed through meetings, status reports, and results obtained.

WORKING CONDITIONS

The majority of the work is performed in an office environment with field trips to meetings throughout Snohomish County. Some out of county travel is required. Some out of state travel may be required.

The employee may be required to work evenings, weekends and holidays as necessary.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: September 1989

Previous Spec No. 712748

Revised and Re-titled: January 1997 Emergency Services Coordinator, September 2000

Revised: October 2003, November 2008; December 2016

EEO Category: 2 - Professionals

Pay Grade: 111 - Management Exempt Pay Plan

Workers Comp: 5306 Non-Hazardous