

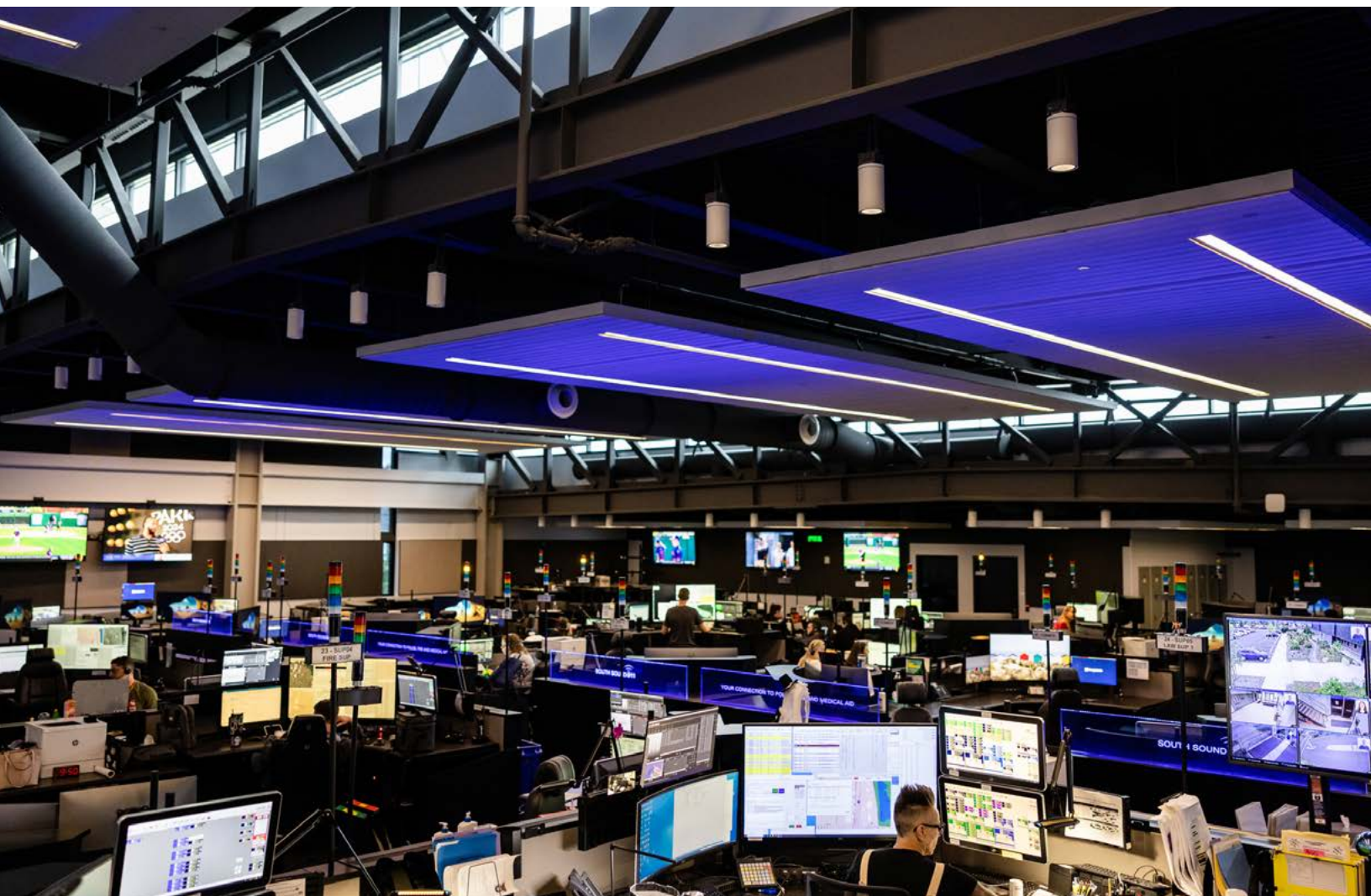


EXECUTIVE DIRECTOR

Recruitment Announcement

About South Sound 911

South Sound 911 is a regional public safety communications agency proudly serving Pierce County and its 37 (19 LE, 18 fire/EMS) partner jurisdictions. Established to improve emergency communications and enhance public safety, South Sound 911 provides 911 call receiving, dispatch services, and records management for law enforcement, fire, and EMS agencies across the region. With a commitment to collaboration, innovation, and operational excellence, South Sound 911 processes nearly one million calls for service annually.





South Sound 911 is governed by an 11-member Board of Directors and is committed to fostering strong partnerships with member agencies, advancing technology solutions, and ensuring the safety and well-being of residents, first responders, and the communities it serves. Primary revenues are comprised of sales tax, 911 excise tax, member allocations, and fees for services.

In 2021, South Sound 911 opened a new, purpose-built Public Safety Communications Center designed to support modern emergency communications and future growth. Located in Tacoma, the 76,000-square-foot facility brings together call takers, dispatchers, support services, administrative staff, and leadership under one roof to enhance coordination and efficiency. The facility features advanced technology infrastructure, resilient backup systems, secure access controls, and thoughtfully designed workspaces to support the well-being and performance of staff. This modern center serves as the operational heart of regional emergency communications in Pierce County and reflects the agency's commitment to innovation, collaboration, and excellence in public safety service delivery.

South Sound 911 employs 267 highly trained professionals, many of whom work various shifts to provide 24-hour service for 911, dispatch, law enforcement records management, information technology, and administration. Services provided by South Sound 911 include Emergency Call Taking & Dispatch, Background Checks, Concealed Pistol Licenses, Law Enforcement Records Management System, Criminal Justice Info Requests, Police and Sheriff Reports, Fingerprinting, Firearms Dealer Licenses, and Public Records Requests.



Mission

We will provide a modern, unified emergency communication and response system to protect and serve our communities and partner agencies.

Vision

We will collaborate with regional partners to protect lives, property and communities.

We will enhance public safety by:

- Assuring prompt responses to all emergencies and service requests
- Serving the public trust with reliable, interoperable, efficient and financially responsible systems
- Inspiring industry excellence with innovative technologies and staff

About the Position

The Executive Director is responsible for providing strategic leadership, operational oversight, and organizational direction in alignment with South Sound 911's mission and regional public safety goals. Reporting to the Board of Directors, the Executive Director works closely with elected officials, public safety executives, partner agencies, staff, and community stakeholders to ensure high-quality, responsive emergency communication services. The Executive Director oversees a complex and high-performing organization, guiding long-term planning, financial management, labor relations, technology integration, and service innovation. This leader must be a collaborative and forward-thinking executive who can build trust across agencies, champion continuous improvement, and uphold a strong commitment to public service and accountability.

Other key responsibilities include:

- Inspires and leads the agency to achieve high level performance, quality, accountability and excellence. Maintains an authentic and trusted leadership reputation.
- Prepares and administers the annual budget, including provisions for FTEs, operations, projects, facilities, and equipment.
- Collaborates with two unions with three bargaining units; engages in collective bargaining and administers collective bargaining agreements.
- Oversees communications, security and other facility functions.
- Participates in associated public safety communications operations committees, administrative or advisory boards and committees; Engages fire and police agencies and personnel; Performs outreach to member jurisdictions.
- Engages county executives, city managers and administrators, fire chiefs, chiefs of police, communication and technology managers
- Fosters and leads a collaborative, caring work environment that empowers staff to thrive and work to their full potential. Leads and mentors the leadership team and staff to work with compassion.



The Ideal Candidate

The new Executive Director must have demonstrated leadership skills and set a standard by intellectually and emotionally engaging people at all levels – from staff and Board Members to community partners and members. For this important role the Board seeks a dynamic, highly credible, unifying leader who is deeply committed to the success of South Sound 911; is a strategic big-picture thinker; and one who will be able to implement Board direction in delivering the level of services that members value.

The next Executive Director must be eager to make a personal investment in the long-term success of South Sound 911. Proven leadership experience and business acumen are essential. Candidates should bring strengths in both external relations and internal management with an ability to balance the two.

Performance Dimensions

LEADERSHIP:

- **Lead courageously:** Continuously build and defend the strength, reputation, and image of South Sound 911. Engage, motivate, and inspire staff around shared vision and mission. Demonstrate principled leadership, personal courage, and decisiveness.
- **Build talent pools:** Hire, mentor, develop, and manage staff. Continue to build and reinforce a cohesive, dedicated, highly effective team. Support efforts to hire a diverse workforce. Continuously work to retain highly valued staff.
- **Foster collaboration:** Provide the tools, systems and resources that create a supportive environment for working as a team. Strive for results. Set high standards of performance, be bold.

COMMUNICATION:

- **Inspire trust:** Communicate honestly, be trustworthy and consistent, follow through on commitments, and create an atmosphere of integrity, marked by fair, respectful behavior.
- **Speak and write effectively:** Explain direction and ideas with conviction in all settings; formal presentations, one-on-one and small and large meetings.

- **Listen:** Actively listen to members, Board, staff and partners.
- **Promote open communication:** Maintain an environment where communication is open and direct, encouraged, rewarded, and relevant.
- **Marshal support:** Coordinate and cooperate with members and groups having divergent viewpoints and needs. Help them find common ground.

CONSTITUENT RELATIONS AND COLLABORATION:

- **Drive effective external communications:** Develop and nurture mission-critical relationships with members, community partners; business and civic leaders; political leaders and the media. Be visible across in the community.
- **Build consensus:** Collaborate, facilitate, and develop relationships.

STRATEGIC PLANNING:

- **Provide visionary insight:** Be able to translate big picture vision and goals into both long and short-range plans that are comprehensive, realistic, and effective. Identify key opportunities to develop and strengthen South Sound 911's effectiveness.

- **Manage change:** Oversee the change management process, including successful communication strategies, involving others in the implementation of change and monitoring and reinforcing process and success. Create a work environment that encourages original and innovative solutions.
- **Fearless commitment to vision:** Create and communicate a vision that is aligned with the strategy and direction of South Sound 911. Clarify other's involvement in the vision, inspiring a sense of energy and ownership, creating a culture of high performance, diversity, and recognizing the efforts of others.





Desirable Qualifications

A bachelor's degree and at least ten years of experience in a senior leadership role within a substantial and complex organization that involves leading a diverse staff and management of significant funds. Communication Center or Public Safety experience is preferred.

Compensation

The annual salary range for this position is \$250K - \$300K depending on qualifications.

South Sound 911 offers a comprehensive and competitive benefits package. For more information on benefits offered please visit <https://southsound911.org/wp-content/uploads/2022/12/Benefit-Info.pdf>

APPLICATION PROCESS

If you are interested in this position, submit a cover letter and a current resume.

If you have questions regarding this announcement, please call Marissa Karras at 360-956-1336. The position will remain open until filled. In order to be considered for the first round of interviews, please submit your application materials by July 7, 2025 by visiting www.karrasconsulting.net and clicking on “view open positions.”

South Sound 911 is an equal opportunity employer and is strongly committed to enhancing the diversity of its workforce. We will provide assistance in the recruitment, application and selection process to applicants with disabilities who request such assistance.

Live and Work in a Great County

Pierce County offers a quality of life that is unsurpassed. From the high- energy urban center of the City of Tacoma, to the more relaxed pace of rural communities, Pierce County’s distinctive Northwest lifestyle blends a progressive, creative culture with a casual nature. Pierce County boasts tremendous outdoor opportunities with miles of Puget Sound waterfront, Mt. Rainier National Park, 180 fresh-water lakes, alpine and cross-country skiing a short drive away and nationally ranked year-round golf courses in the vicinity, while also offering all the urban amenities. Major industries include health care, technology, agriculture, timber products and military installations. Pierce County’s moderate climate combined with a contrasting geography of water and mountains encourage a wealth of year-round outdoor activities such as sailing, kayaking, fishing, skiing and hiking.

