



**GALLATIN COUNTY, MONTANA**  
**911 COMMUNICATIONS DIRECTOR**

Montana’s fastest-growing county seeks an experienced individual, with strong technical and leadership skills to oversee the day to day administration of Gallatin County’s 911 Communications Center and to take a strategic approach to best position the center for future success. Gallatin County is home to a thriving economy, Yellowstone National Park, Montana State University, world-class skiing, and blue-ribbon trout streams. Gallatin County’s 104,000 residents also enjoy local art galleries, historic attractions, farmers markets, museums, performing arts centers, and an international airport with non-stop flights to several destinations on the East and West Coasts as well as the Midwest and Texas. We boast a high rate of home ownership, highly rated public school systems, and low crime and unemployment rates. Fifty-six percent of Bozeman residents have bachelor’s, graduate or professional degrees compared to 30 percent nationally. With unbeatable weather, notable amenities, and a high quality of life, it is no surprise that Gallatin County is frequently recognized as an ideal place to live.

**The Government**

Gallatin County has a Commission form of government, which operates under general powers granted by the state constitution and statutes. Three Commissioners and seven row officers are elected on a partisan, at-large basis to perform executive, legislative, and quasi-judicial functions. The 911 Communications Director reports directly to the County Administrator, who is appointed by the County Commission to provide operational support and enhance effectiveness. The 911 Director is supported by an Advisory Board made up a mix of elected officials, citizens and the senior leadership of the Public Safety agencies the center serves.

**The Department**

The 911 Communications Center is the larger of 2 PSAPs in Gallatin County. The Department is supported by 36 FTE. The Department’s budget comes from a variety of tax-supported funds including a dedicated County-wide mil levy and State of Montana 911 Funds. The Department’s primary responsibilities include providing emergency dispatch services to nearly all emergency response agencies in Gallatin County as well as maintaining, updating, and securing Law Enforcement records.

**The Position**

The 911 Communications Director plans, organizes, directs, and administers the performance and operations of Gallatin County 911 through a professional staff to ensure provision of emergency call receiving and dispatching services to the agencies being served. The Director is responsible for successfully developing and implementing strategy for the Gallatin County 911 Center to achieve the services and objectives established by the Advisory Board and Board of County Commissioners. The Director, in coordination with the Advisory Board Chair, organizes board meetings, information sharing sessions, strategic planning efforts, and dissemination of information necessary for decision making. The Director also acts as strategic liaison to top level administrative officials of the member agencies to



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achieve expected public safety in the local jurisdictions. The position requires informing the A-Board of activities between meetings that may impact the direction of the Center. The Director and chair of the A-Board communicate on a regular basis discussing agenda items and other related matters in order to maintain a well-informed board. The Director reports directly to the County Administrator.

### **Key responsibilities of the Director include**

- Guiding and directing the planning, operation, and integration of Gallatin County 911 services within the overall legal, regulatory, and political operating environment
- Developing and implementing policies and procedures as necessary to suit and coincide with Gallatin County 911 operations and philosophy
- Selecting, training, developing, and managing an organization of qualified professionals
- Working with key customers, vendors, consultants, agencies, government officials, and community groups
- Submitting the annual budget and recommendations for changes in policy, updates on legislative and regulatory actions affecting the Center, and contracting for purchase of products or services
- Negotiating and managing contracts and agreements with vendors, governing bodies, and other 911 administrative organizations
- Supervising the development and implementation of public awareness and community education programs with citizen groups, news media, business leaders, school districts, and government liaison groups

- Ensures that the all technical needs of the 911 Center and the various county-wide dispatching systems are properly developed, maintained and replaced
- Ensuring that legal obligations assigned to and associated with the Center are met and monitors legal, financial, and legislative trends indicating attention or intervention to sustain the effectiveness and relevancy of the Center
- Providing the Advisory Board with sufficient, quality information that will enable it to make informed decisions when providing policy support and direction for Gallatin County 911

The 911 Communications Director position is an excellent opportunity for a talented professional to make a difference in an organization constantly seeking ways to best provide services to a fast-growing community. The position has a great deal of interaction with the public and community stakeholders and will work closely with elected officials and several planning-related boards.

### **The ideal candidate**

Gallatin County is looking for a transformative leader and solid manager. This person is someone capable of making clear and convincing oral presentations to individuals or groups, who listens effectively and clarifies information as needed, who facilitates an open exchange of ideas, and fosters an atmosphere of open communication will be successful. The ideal candidate is an individual who consistently exercises good judgment by making sound and well-informed decisions, perceiving the impact and implications of decisions in order to make effective and timely decisions, even when data is limited or solutions produce unpleasant consequences.



*Bozeman Fire Station 3 / 911 Center*

Proactive and achievement-oriented, the Director will be expected to identify and take independent actions to prevent potential situations that could result in unpleasant confrontations and resolve conflicts and disagreements in a positive and constructive manner to minimize negative impact on the operations of Gallatin County 911. The chosen candidate will behave in a fair and ethical manner toward others and demonstrate a sense of corporate responsibility and commitment to public service.

The Director is expected to identify and keep up to date on key national policies and economic, political, technological and social trends that affect the organization. The ability to manage procurement and contracting, as well as secure adequate funding given closed funding sources, will be essential. The selected candidate will be adept at balancing the interests of a variety of agencies, readily readjusting priorities to respond to pressing and changing demands, without losing sight of the long term strategic goals. The Director will achieve quality end products through a commitment to continuous improvement of services, and will ensure that effective controls are developed and maintained to uphold the integrity of the organization by holding him/herself and others accountable for rules and responsibilities. The candidate chosen to fill this position will be someone who can be relied upon to ensure projects are completed in a timely manner and within budget by effectively monitoring and evaluating plans, focusing on desired and expected results, and accurately measuring attainment of outcomes. The position requires knowledge of basic human resource requirements, statutes, and techniques, including the effective development and administration of policies and procedures, sound management techniques, and strong leadership skills. A candidate who inspires, motivates, and guides others in accomplishing goals is strongly desired. The Director will consistently develop and sustain cooperative working relationships; encourage and facilitate cooperation within the organization and with customer groups; foster commitment, team spirit, pride, and trust; and develop leadership in others through coaching, mentoring, rewarding, and guiding employees. The position requires an individual who can instill mutual trust and confidence and create a culture that fosters high standards of ethics and accountability.

## Qualifications

- BA/BS degree in business, public administration, or related field. Graduate degree preferred
- 5-7 years of management experience in a multi-jurisdictional public safety communications center serving law enforcement and fire/emergency medical services
- Relevant public safety communications professional certifications and credentials will be considered in the overall evaluation of candidates
- Any equivalent combination of education, experience, and training that provides the required knowledge, skills, and abilities will be considered.

## The Process

The first review will take place September 29, 2017 (open until filled). To apply email cover letter, resume and a list of four professional references to Cynde Hertzog at Cynde.Hertzog@gallatin.mt.gov. References will not be checked until near the end of the process in order to maintain confidentiality.

Salary ranges from \$89,365 – \$92,976 DOQ. The successful candidate should be willing to consider an employment agreement. Gallatin County also offers an excellent benefits package including an Optional Health Benefits Plan where premiums for employees are 100% covered by Gallatin County and spouses and families can be added at extremely reasonable rates. Our program also offers dental and vision. Employees receive ten (10) paid holidays per year as well as 12 paid days of sick time and 3 weeks of paid vacation time. Gallatin County employees participate in a mandatory retirement plan through the Montana Public Employee Retirement System (PERS). We also offer an optional Deferred Compensation Plan and Flex Spending Accounts.



*Flyfishing the Gallatin River*



*Downtown Bozeman*



*Wintertime in Gallatin County*