

ANNOUNCING AN EXCELLENT
CAREER OPPORTUNITY
9-1-1 OPERATIONS MANAGER

Help shape the future of emergency communications in a dynamic, values-driven organization.

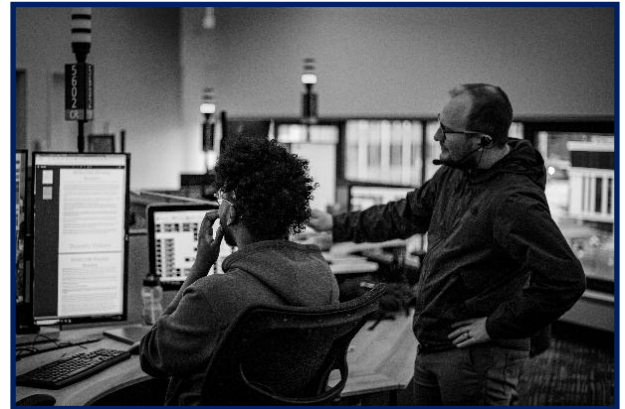




The Opportunity

NORCOM (North East King County Regional Public Safety Communication Agency) is seeking a collaborative and mission-driven leader to join our team as Operations Manager. This critical leadership role oversees the daily operations of our 911 Communications Center and plays a key role in service delivery, workforce development, and continuous improvement.

The Operations Manager reports to the Deputy Director and leads a team of Supervisors and Liaisons in delivering timely, accurate emergency communications. With a strong foundation in public safety operations, the successful candidate will foster innovation, uphold performance standards, and cultivate a supportive, accountable team culture.



Operations and Infrastructure



NORCOM is a consolidated, regional public safety communications center serving police, fire, and emergency medical service providers in northeast King County. Operational since July 1, 2009, NORCOM is located on the 7th floor of Bellevue City Hall and recently completed a full console upgrade—creating a modern, functional, and inviting workspace for our dedicated team.

As a 911 Public Safety Answering Point (PSAP) and Dispatch Center, NORCOM supports 14 fire agencies and 8 law enforcement agencies, covering over 600 square miles with an estimated population of 700,000. Our center answers

approximately 365,000 incoming calls each year and dispatches around 237,000 incidents for police, fire, and EMS response.

The NORCOM Team utilizes state-of-the-art systems, including Tyler Technologies CAD, the Viper phone system, and robust communications infrastructure to ensure reliability and responsiveness. NORCOM also maintains a fully equipped backup center in Redmond, ensuring uninterrupted service during emergencies or planned outages.

NORCOM is guided by its Core and Cultural Values, applying them across all internal departments: operations, finance, administration, and technology—and in all interactions with stakeholders.

Core Values

- Deliver Excellent Service to the Public: We shall meet all regional and national standards in the delivery of public safety communications services. Be Outstanding.

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- Provide a Good Value: We will provide effective service while using resources wisely. Be efficient.
- Customer Service: We shall provide the best possible service to the public, to member and subscriber agencies, and to other public safety service providers. The Agency shall actively listen to customers, anticipate their needs, and exceed their expectations. Be Responsive.
- Participatory Governance: We will give all participating agencies, whether principals or subscribers, a meaningful voice in the operating decisions of the Agency. Agency employees shall be treated with respect and empowered to contribute to the success of the Agency. We will make decisions by consensus whenever possible, involving all parties. Work Together.
- Promote Interagency Collaboration, Communication, and Interoperability: We will operate in ways to enhance and promote these values by working for the good of everyone, not just for those served by our Agency. We will be good neighbors. Be Open.
- Consider the Future: We will continuously identify public and customer service needs and changes in the public safety environment. We will be willing to bring in new partners or assume new responsibilities over time, if doing so is consistent with the Core Mission. Be innovative.

Cultural Values

- **COOPERATIVE**; I commit to working cooperatively toward a common goal.
- **ACCOUNTABLE**; I commit to being held accountable and taking personal responsibility for my words and actions.
- **RESPECTFUL**; I commit to showing respect to all people I come in contact with.
- **EXCELLENT**; I commit to striving for Excellence in my work, word and deeds.
- **SUPPORTIVE**; I commit to be supportive of those I work with and for.



The Position

The Operations Manager ensures the effectiveness and consistency of 911 communications center operations. This role provides leadership, strategic coordination, and staff supervision in support of NORCOM's mission to deliver timely, accurate emergency communications services. Serving as a key operational leader, the Operations Manager bridges day-to-day activities on the floor with NORCOM's long-term goals. The Operations Manager oversees service delivery, ensures adherence to policy and performance standards, and leads a team

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focused on continuous improvement, workforce development, and operational excellence. They are responsible for providing a values driven work environment and the daily well being of the team.

In the near term, key areas of focus for this position include:

- Implementing operational strategies emerging from NORCOM's current strategic planning process
- Building and launching a remote call-taking program
- Exploring and implementing methodologies, AI and other technologies, training, and process improvements to enhance efficiency, reduce workload, and strengthen employee retention and engagement.

The Operations Manager must be able to lead change thoughtfully and confidently within a team that may be hesitant to embrace it. It is essential that the Operations Manager builds trust, communicates clearly, and demonstrates how change can lead to meaningful, positive results.

This role requires a high level of interpersonal skill and professional discretion, as the Operations Manager regularly engages with internal staff, public safety partners, and other stakeholders on sensitive, operational, and strategic issues.

Key Responsibilities

Operational Oversight

- Oversees all operational and training functions of the Communications Center
- Ensures effective planning, organization, scheduling, and prioritization of workloads



- Reviews and adjusts operations to ensure accuracy, professionalism, and timeliness of services
- Develops, reviews, and implements operational policies and procedures

Leadership & Supervision

- Supervises and evaluates Operations Supervisors, Training Coordinator and Liaisons
- Defines and delegates authority; recommends personnel actions consistent with labor contracts and policies
- Approves employee leave and manages scheduling and Paid Time Off (PTO)
- Provides mentorship and performance coaching
- Appropriately delegates tasks and supports staff development

Team & Culture Development

- Fosters a collaborative, bias-free, and inclusive workplace
- Leads team development efforts to strengthen skills, resilience, and engagement
- Supports NORCOM's mission, vision, and CARES values (Cooperation, Accountability, Respect, Excellence, Support)



Labor & Agency Relations

- Collaborates with the Deputy Director and HR Manager regarding labor relations
- Supports administration of labor contracts; represents management interests in labor negotiations; participates in contract negotiations
- May participate in employee or complaint related investigations or resolutions
- Acts as a liaison to customer agencies and represents the organization professionally in internal and external forums

Other Duties

- Performs special projects or duties as assigned
- Provides operational support during critical incidents or emergencies

The Ideal Candidate

The successful candidate will be comfortable navigating ambiguity, leading change, and building and maintaining trust across the team.

The Operations Manager must be a resilient, people-focused leader who thrives in high-pressure environments and is passionate about public service. They possess a strong operational mindset, can make quick, informed decisions, and demonstrate integrity, emotional intelligence, and calm under pressure. The Operations Manager must be able to lead with both empathy and accountability, maintain professional composure in challenging situations, and cultivate a culture of teamwork, respect, and innovation. A successful Operations Manager models NORCOM's core values and inspires others to do the same.

The following knowledge, skills, and abilities are essential and required for the new Operations Manager:

- Knowledge of labor laws and processes.

- Knowledge of public safety communications and dispatch procedures
- Knowledge of agency governance structures
- Strong written and verbal communication skills
- Critical thinking and operational decision-making abilities
- Ability to build relationships and navigate difficult conversations
- Demonstrated emotional intelligence, diplomacy, and resilience
- Ability to work independently and collaboratively in a dynamic environment
- Working knowledge of 911 communications systems, protocols, and technology
- Understanding of public sector supervision and performance management practices



Required Experience and Education

- Minimum of five (5) years of progressively responsible experience in public safety communications
- At least three (3) years in a supervisory or management capacity preferred
- Experience with labor contract administration preferred
- Bachelor's degree in Public Administration, Communications, or related field preferred. Prior cumulative related work experience may also be considered.
- Obtain and maintain certifications
- Must possess a valid Washington State Driver's License and the appropriate amount of automobile insurance.

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- Incumbent may be required to respond to the needs of the Communication Center regardless of external weather or other emergency factors inside and outside of regular work hours
- Must be able to rapidly self-transport from NORCOM to an emergency or backup facility without notice if an emergent situation arise

Compensation

NORCOM provides a highly competitive compensation package commensurate with experience and qualifications. The salary range is \$142,894 to \$168,112. The compensation package also includes the following benefits:

- Annual PTO accrual starting at 192 hours (24 days)
- 11 paid holidays plus 1 floating holiday:
- Participation in Municipal Employees' Benefit Trust (MEBT) with an employer match
- Participation in Public Employees' Retirement System (PERS)
- 100% Employer paid employee medical, dental, and vision coverage
- 80% Employer paid dependent medical, dental, and vision coverage
- EAP and other support systems
- Retirement- Public Employee Retirement Services (PERS)
- Retirement- mandatory participation in the Municipal Employee Benefit Trust (MEBT)
- Life & LTD through MEBT
 - Additional voluntary benefits are available through Colonial
- Voluntary Deferred Compensation (457) Plan and Roth plan

The Selection Process

If you're excited by the opportunity to join a team of dedicated professionals, lead meaningful change, and help drive operational excellence (and organizational awesomeness), we'd love to hear from you.

Apply by July 27, 2025 for priority consideration. Please submit the following materials to Human Resources Manager Roky Louie at <mailto:rlouie@norcom.org>:

- Cover letter
- Resume
- Professional references



Qualified applicants will participate in a comprehensive selection process, which may include:

- Panel Interview
- Background Investigation
- Polygraph Examination
- Psychological Evaluation
- Final Interview with the Executive Director

NORCOM is an equal opportunity employer and values a diverse and inclusive workforce. We encourage all qualified individuals to apply.

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