



**Job Announcement  
Operations Supervisor  
First Review of Applications September 4, 2026**

**Open to internal and external candidates**

**The Opportunity**

NORCOM is seeking an experienced public safety communications professional to join our team as an Operations Supervisor. This is an opportunity to take a leadership role in a large, regional 911 communications center serving police, fire, and emergency medical service agencies throughout northeast King County.

Operations Supervisors provide direct leadership in NORCOM's 911 communications room, supporting Telecommunicators and helping ensure effective, reliable service during both routine operations and critical incidents. The successful candidate will bring strong operational knowledge, sound judgment, and the ability to coach and support employees while maintaining high standards of performance and service.

**About NORCOM**

NORCOM (North East King County Regional Public Safety Communication Agency) is a consolidated regional public safety communications center serving police, fire, and emergency medical service providers throughout northeast King County. Operational since July 1, 2009, NORCOM is located in Bellevue City Hall.

As a 911 Public Safety Answering Point (PSAP) and Dispatch Center, NORCOM supports 14 fire agencies and 8 law enforcement agencies, covering more than 600 square miles and serving an estimated population of 700,000. Our communications center answers approximately 300,000 incoming calls each year and dispatches approximately 237,000 incidents for police, fire, and EMS response.

NORCOM operates a modern, mission-critical communications center with recently upgraded dispatch consoles and maintains a fully equipped backup center in Redmond to support continuity of operations during emergencies and planned outages.

Our mission is simple: We are caring and trusted servants when every second counts. Our employees work together to provide reliable public safety communications and excellent service to the communities, responders, and agencies we serve.

**The Position**

Reporting to the Operations Manager, the Operations Supervisor is responsible for the day-to-day supervision and operation of the 911 communications room. Core responsibilities include modeling NORCOM's CARES values by setting expectations for professionalism, accountability, respectful



communication, and positive working relationships, supervising Telecommunicators, managing operations schedules and workloads, making rapid operational decisions during emergency incidents, providing technical assistance, coaching employees to support effective performance, and addressing employee performance and personnel issues.

As a working supervisor, the position performs Telecommunicator duties as needed and maintains a comprehensive understanding of emergency communications operations, policies, procedures, and technology. The Operations Supervisor also responds to complaints and inquiries, provides coaching and training, administers corrective action, and supports agency goals and projects.

The qualified candidate will have extensive knowledge of police, fire, and EMS dispatch operations; strong leadership, personnel management, and decision-making skills; and the ability to remain effective under stressful and emergent circumstances. Knowledge of NORCOM-specific policies and procedures is not required for consideration.

Candidates must have at least three years of progressively responsible experience in a multi-jurisdictional combined police, fire, and EMS public safety dispatch agency and be able to perform all duties of a Telecommunicator. Any combination of equivalent skills, education, and experience will be considered.

### **Compensation**

Salary Range: \$109,544 to \$130,801 annually, overtime eligible

### **Benefits**

NORCOM offers a comprehensive compensation and benefits package, including:

1. Medical, Dental and Vision Insurance: NORCOM pays 100% of employee premiums and 80% of dependent premiums.
2. PSERS Employer Contribution: Public Employees Retirement System — Washington State pension plan, current employer contribution rate of 7.11%.
3. MEBT Employer Contribution: Municipal Employees Benefit Trust — tax-deferred compensation program in lieu of Social Security, with a 6.2% employer contribution.
4. 12 paid holidays.
5. Generous PTO accrual starting at 7.38 hours per two-week pay period.
6. PTO carryover of up to 600 hours.
7. 5% night shift differential.
8. Voluntary shift trades.
9. Long-term disability.
10. Life insurance.
11. Employee Assistance Program through ComPsych.
12. Tax-favored account administration for Health Reimbursement Arrangements (HRA), Flexible Spending Accounts (FSA), and Health Savings Accounts (HSA).
13. 24 hours of continuing education/professional development per year.



14. Current schedule is four 10-hour shifts per week, including one weekend day off.

15. Represented by Public Safety Employees Union Local 519 (PSEU 519).

### **Selection Process**

Candidates whose experience and qualifications most closely fit the requirements of the position will be invited to participate in a comprehensive selection process. The process may include some or all of the following:

- Review of submitted application materials
- Structured panel interview
- Telecommunicator assessment
- Role-play exercise
- Final interview

External applicants will be required to successfully complete a background investigation, polygraph examination, and psychological examination. If selected for the position, an external candidate will be required to train on all Telecommunicator duties prior to assuming the role of Operations Supervisor.

**NOTE: The Executive Director has final authority in the selection process regardless of the outcome of any evaluation or selection elements.**

### **Apply**

To be considered, email a resume and letter of interest to Human Resources Manager Roky Louie at [rlouie@norcom.org](mailto:rlouie@norcom.org).

Applicants who apply by September 4, 2026, will receive first consideration in the process.

NORCOM is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, or veteran status. NORCOM provides reasonable accommodation to employees and members of the public with disabilities, including disabled veterans. For more information, please contact NORCOM Human Resources.

The hiring process will require successful completion of an extensive background and criminal history check, polygraph examination, psychological examination, drug screen, and fingerprinting.