



CHIEF OF 911 DISPATCH CENTER

JEFFERSON COUNTY, MISSOURI



EXECUTIVE
RECRUITMENT
PROVIDED BY





THE COMMUNITY

Jefferson County, Missouri, located just south of St. Louis, is full of natural beauty & modern attractions. Jefferson County is a mix of urban & rural living, with beautiful natural areas to explore, including Don Robinson State Park and Sandy Creek Covered Bridge Site Trail. Jefferson County is home to The Blue Owl, featured on Food Network, located in historic Kimmswick, also known for the Apple Butter Festival. Visit the Gateway Arch, located approximately 30 miles north of Jefferson County, along with St. Louis Union Station and then catch the St. Louis Cardinals at Busch Stadium. The family can experience a thrill visiting Six Flags - St. Louis, the St. Louis Zoo or take a trip to the St. Louis Science Center.

Major employers include National Geospatial Intelligence Agency, Boeing, Anheuser Busch, Jefferson College, World Wide Technologies, Charter Spectrum, Amazon Distribution, health care industries, construction or building trades, and more.

The County comprises of 226,984 residents with a median household income of \$77,217. The median home value is \$202,500.

MISSION

“911 commits to provide professional, compassionate and reliable assistance to those in need.”

ABOUT THE CENTER

Jefferson County 911 Dispatch was formed in 1991 and began operations in January of 1993. The agency was originally staffed with four supervisors and 16 dispatchers. The agency now has 44 full-time dispatch positions, along with the following:

- Assistant Chief
- Business Manager
- Human Resource Manager
- IT Director
- QA/QI Manager
- Education/Training Manager
- Addressing/GIS Manager
- Radio Systems Manager
- Accreditation/Public Relations Manager
- Admin Support

Jefferson County 911 Dispatch handles an average of 85,000 911 calls annually. The agency also receives approximately 155,000 incoming calls on the non-emergency lines. In 2023, the agency handled over 160,000 police events in CAD and an additional 41,000 events for Fire/EMS agencies. The agency also provides Dispatch services to 31 public safety agencies throughout the county and mass notification services for the citizens. The agency owns and operates a P25 Compliant 800 hz Trunked Radio System in cooperation with St Louis and St Charles County. The 911 Dispatch Center has 54 employees and a total fiscal year budget of \$9.5 million.

GOVERNANCE & ORGANIZATION

Jefferson County 911 Dispatch Center is governed by a seven-member Board of Directors elected by the citizens of the County, who serve four-year staggered terms. Three members are elected from each of the two districts and the the Board's Chairman is elected County-wide. The Charter area of Jefferson County 911 Dispatch Center is the entire County of Jefferson, except the municipalities of Pevely, Herculaneum, and Festus. Originally funded by a surcharge on landline phones, Jefferson County 911 Dispatch Center is now funded by a ½-cent sales tax. The 911 Dispatch Center has a main and a fully operational back-up facility. The main facility was renovated in 2019 and an addition was added for the new dispatch area. The agency also purchased property in 2023 with long-range plans of a new larger facility.

The biggest hurdles facing the agency in the future include:

- Negotiating a contract with Motorola maintain and upgrade the radio system.
- Upgrading the 911 call handling software and hardware.
- Building or joining an ESINet for NG911 Core Services.
- Exploring the options of building a new center.
- Researching and upgrading CAD options that are available.

ABOUT THE POSITION

The Chief of Jefferson County 911 Dispatch provides strategic leadership and oversees the administrative support, customer service, accounts payable, human resources, and operations of primary and secondary dispatch centers. This role ensures the effective and efficient functioning of the 911 communication services and fosters a high-performing, collaborative team environment. This position leads, manages, and coordinates the operations of the 911 Dispatch Center, which includes developing, implementing, and revising 911 plans, programs, policies, and procedures. The Chief oversees the hiring process, evaluates personnel performance, and establishes operational standards. The Chief also fosters a culture of continuous improvement and professional development. The Chief collaborates with the Business Manager to prepare and present the organizational budget to the Board of Directors, as well as develop long-term financial and capital improvement plans. Researching and managing grants for the agency is also part of this position. The Chief collaborates with other 911 Centers to establish and maintain contingency plans, and manages relationships with software, radio, telephone, and computer operating system providers. This position implements and manages maintenance and replacement plans for all current and future equipment and software. The Chief ensures compliance with all applicable Federal, State, FCC, and local laws and regulations; serves on committees and boards as the 911 agency's representative; and develops and presents operational reports detailing agency statistics, activities, and performance metrics. Other responsibilities of the Chief include representing the Dispatch Center at community, county, state, and other meetings; assigning staff to job assignments; reviewing work to ensure compliance and competency; and working with Labor Management to ensure enforcement and good faith negotiations on current and future contracts. The Chief also belongs to various committees and professional organizations including MOAPCO, MONENA, MO911 Directors Associations, STL Core Group, Jefferson County Emergency Services Association, and Jefferson County Law Enforcement Leadership Group.

OPPORTUNITIES & CHALLENGES

The new Chief of 911 Dispatch Center will focus on the following opportunities and challenges:

- **Building relationships:** The new leader build trust and positive relationships with dispatchers, fire/police agencies, the Board, and the community.
- **Handling employee retention and morale:** Maintaining Jefferson County 911 as a “destination workplace” to attract and retain talent. Improve employee engagement and interpersonal dynamics and provide adequate training opportunities.
- **Funding and growth planning:** Manage the budget and identify funding sources for future services and facilities expansion to support county growth. Develop a strategic vision and roadmap for utilizing resources.
- **Managing the radio system:** Coordinate operations, policies, and upgrades across the counties that share the radio system. Manage ongoing negotiations with current radio vendor for maintenance contracts and hardware upgrades.
- **Getting along with the community:** Build familiarity with local politics and understand the unique needs of the community
- **Balancing the needs of diverse agencies:** Address the varying needs and priorities of small volunteer fire departments and large, well-funded agencies within the County; implement unified policies and procedures across agencies with different operating models; and manage growth and increasing demand for services in the rapidly expanding County.
- **Planning to expand facilities:** Over the next several years, determine how to best expand facilities. Land has recently been purchased to possibly utilize for new construction. Additionally, explore options like an automated dispatch system and closest equipment response.





IDEAL CANDIDATE

Jefferson County seeks an innovative, forward-thinking leader with strong communication skills to serve as its next Chief of 911 Dispatch Center. The ideal candidate is honest, a team builder and a relationship builder. The chosen candidate will be fiscally responsible and a good budget manager, with operational experience. The Chief should be aware of the challenges dispatchers and first responders face, with strong emotional intelligence to connect with employees and stakeholders. The decisive new Chief will have strong leadership skills and be able to manage a diverse team and multiple stakeholders effectively. Building relationships and navigating the political environment with different governments and agencies is critical for this position. The ideal candidate will be adaptable and open to change to navigate the Center's unique political landscape, while working to keep it innovative and prepared for future growth. Being a visionary and having strategic planning skills to manage growth, budgeting, and long-term planning for the Center is essential.

Additional attributes of the ideal candidate include someone who possesses:

- › Operational experience and understanding of the challenges faced by dispatchers & first responders.
- › People skills and emotional intelligence to connect with employees and stakeholders.
- › Decisiveness and ability to make tough calls when needed.
- › Fiscal responsibility and budgeting expertise.
- › A well-rounded leader with generational know-how.
- › Comprehensive understanding of agency policies, procedures, and standard operating guidelines.
- › In-depth knowledge of County-wide public safety communication environment, including demands, requirements, laws, regulation, and systems.



- Familiarity with local, state, and federal FCC rules, regulations, and laws affecting 911 centers.
- Expertise in developing and administering budgets, with a firm grasp of accounting principles.
- Ability to foster a positive, open culture through just culture leadership principles.
- Strong evaluative and communicative skills, both in writing and verbally, to enhance personnel knowledge
- Logical and analytical skills to understand and evaluate complex situations.
- Ability to establish and maintain effective working relationships with staff, county departments, contractors, vendors, service providers, outside agencies, community groups, and the public.

EDUCATION AND EXPERIENCE

A bachelor's degree in business administration/management is preferred, but not required, for this position. This position requires experience in public administration, criminal justice, or a related field, plus a minimum of five (5) years of experience in a supervisory position within emergency services. A minimum of five (5) years of experience in emergency dispatching is also required. A relevant combination of education and experience will be considered.

Required and preferred certifications include:

- Completion of APCO Certified Public Safety Executive Program or NENA Center Management Certification Program (or obtain within 18 months) is required
- An ACPO 40 Telecommunicator course (or obtain within one year) is required
- Emergency Medical Dispatching (EMD) Certification is preferred
- A valid Missouri driver's license (or obtain within one year)
- Candidates must be able to pass a local, state, and federal criminal background check.

COMPENSATION AND BENEFITS

The Jefferson County 911 Dispatch Center offers a competitive salary range of \$125,000-\$175,000, depending on qualifications and experience. The organization offers comprehensive benefits, including full family health insurance with employee dental, vision, and long-term disability; flex spending account and AFLAC policies available; paid time off; and an employee-funded 457 option. The Dispatch Center participates in the Missouri LAGERS Pension Plan, Level 12 fully funded by employer. A flexible schedule, relaxed work environment, phone and technology allowance, and company-provided vehicle may be negotiated.

APPLICATION PROCESS

[Please apply online](#)

For more information on this position, contact:

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325-669-3671

Jefferson County 911 Dispatch Center is an Equal Opportunity Employer and values diversity in its workforce. Applicants selected as finalists will be subject to a comprehensive background check.



RESOURCES

Jefferson County

<https://www.jeffcomo.org/>

Jefferson County 911 Dispatch Center

<https://www.jeffco911.org/>

