



EMS DIRECTOR

WILLIAMSON COUNTY, TEXAS



EXECUTIVE
RECRUITMENT
PROVIDED BY





THE COMMUNITY

Located on the edge of the Texas Hill Country in central Texas, Williamson County offers plenty of recreational opportunities and scenic landscapes. It's known for its safety, making it an attractive place for families. With its strong focus on quality of life and welcoming atmosphere, plus its easy access to nearby cities like Austin, Dallas, San Antonio, and Houston, it's easy to see why 713,134 people call Williamson County home.

The County, which occupies over 1,100 square miles and has 1.5 million residents in the greater metro area, has a robust job market and business-friendly environment. Williamson County residents enjoy a relatively low cost of living, mild climate, strong education system, robust retail industry, numerous green spaces, and countless opportunities to get out and enjoy their communities. Not to mention, quality medical care and facilities abound here. Whether you're going shopping in historic downtown Georgetown, experiencing the nightlife in Round Rock, relaxing at a local tavern in Liberty Hill, enjoying family time with Hutto's Hippo Nation, or exploring Cedar Park's extensive collection of trails and parks, there's always something to do somewhere in Williamson County. Its economy has steadily expanded with the surge of new population growth, and with companies such as Samsung, Apple Inc., and Dell finding their newest homes within the boundaries of Williamson County. There is no shortage of available jobs to support the growing workforce.

Williamson County was established on March 13, 1848, and named after Robert McAlpin Williamson, a leader in the Texas Revolution. Originally inhabited by Tonkawa and Comanche tribes, European settlers arrived in the early 19th century, drawn by the fertile soil and abundant water sources from rivers like the San Gabriel. Agriculture, especially cotton farming, became a central part of its early economy. With the arrival of the railroad in the late 1800s, towns such as Round Rock, Taylor, and Georgetown (the county seat) experienced growth and development. Georgetown became home to Southwestern University in 1875, which is Texas' oldest continuously operating university, contributing to the area's cultural and educational significance.

In the 20th century, Williamson County transitioned from an agrarian economy to a more diversified one, fueled by population growth and suburban expansion from nearby Austin. High-tech industries, retail, and healthcare now drive the local economy, while historic sites, natural parks, and a strong sense of community



POPULATION

1.5 MILLION



MAJOR EMPLOYERS

DELL, INC.
APPLE, INC.
ROUND ROCK PREMIUM OUTLETS
SCOTT AND WHITE HEALTHCARE
ERCOT
EMERSON PROCESS MANAGEMENT
SOUTHWESTERN UNIVERSITY
ST. DAVID'S ROUND ROCK MEDICAL CENTER
AIRBORN, INC.
FIREFLY AEROSPACE



MEDIAN INCOME

\$102,851



AVERAGE HOME VALUE

\$370,100



THE COMMUNITY, CONTINUED

contribute to its growing appeal. Today, Williamson County is one of the fastest-growing regions in the country with an approximate 4.5% growth rate per year, blending its rich historical roots with modern development.

Williamson County has emerged as a highly sought-after relocation destination over the last decade, both regionally and nationally. As per the latest estimates by the U.S. Census Bureau, the Williamson County population has surged to 671,418 in 2022 — making it the fourth fastest growing county in Texas and the 14th across the nation. The county encompasses a range of distinctive communities each with its unique character and attractions.

Nearby attractions include Kalahari Resorts, Round Rock Express Triple A Baseball Team, Round Rock Premium Outlets, Georgetown Square, and Downtown Round Rock. There are plenty of transportation options, including Interstate Highway 35, US Highway 138, State Highway 130, State Highway Loop 1, Texas State Highway 45, Georgetown Airport, Austin Bergstrom International Airport, and the Capital Metro Metrorail.

Major employers include Dell, Inc., Apple, Inc., Round Rock Premium Outlets, Scott and White Healthcare, ERCOT, Emerson Process Management, Southwestern University, St. David's Round Rock Medical Center, Airborn, Inc., and Firefly Aerospace.

The County is also home to several notable medical facilities, including Round Rock Medical Center (Level 2 Trauma Facility), Seton Williamson Medical Center (Level 2 Trauma Facility), Dell Seton Children's Hospital, Children's Hospital of Texas, Baylor Scott and White Round Rock, Baylor Scott and White Taylor, Cedar Park Medical Center, and St. David's Hospital – Georgetown.

Williamson County has a median household income of \$102,851 and an average home value of \$370,100.

SCHOOL DISTRICTS SERVED BY WILLIAMSON COUNTY:

- COUPLAND ISD - 263 STUDENTS
- FLORENCE ISD - 848 STUDENTS
- GEORGETOWN ISD - 12,611 STUDENTS
- GRANGER ISD - 506 STUDENTS
- HUTTO ISD - 8,404 STUDENTS
- JARRELL ISD - 2,272 STUDENTS
- LEADER ISD - 41,725 STUDENTS
- LIBERTY HILL ISD - 6,836 STUDENTS
- MERIDIAN WORLD SCHOOL, LLC - 1,684 STUDENTS
- ROUND ROCK ISD - 47,157 STUDENTS
- TAYLOR ISD - 2,868 STUDENTS
- THRALL ISD - 788 STUDENTS

PRIVATE OR PAROCHIAL SCHOOLS IN WILLIAMSON COUNTY:

- THE MASTER'S CHRISTIAN ACADEMY - 136 STUDENTS
- FORTIS ACADEMY - 283 STUDENTS
- GRACE ACADEMY - 360 STUDENTS
- ROUND ROCK CHRISTIAN ACADEMY - 697 STUDENTS
- STERLING CLASSICAL SCHOOL - 283 STUDENTS
- SUMMIT CHRIST ACADEMY - 302 STUDENTS

NEARBY COLLEGES AND UNIVERSITIES:

- SOUTHWESTERN UNIVERSITY
- AUSTIN COMMUNITY COLLEGE
- TEXAS STATE UNIVERSITY - ROUND ROCK CAMPUS
- TEMPLE COLLEGE
- TEXAS STATE TECHNICAL COLLEGE
- TEXAS A&M UNIVERSITY HEALTH SCIENCE CENTER

Vision

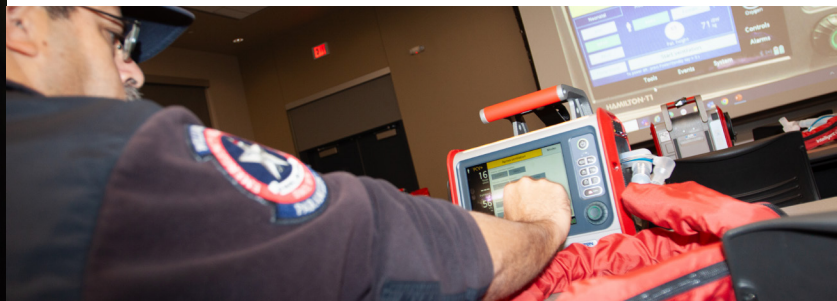
We are a friendly, safe, and healthy county with endless opportunities, strong community investment, thriving families, and prospering businesses.

Mission

Our mission is to provide excellent customer service while executing strategic, financially sustainable core services that promote a healthy, safe and prosperous county.

Values

- > Financial Sustainability
- > Strong Community Safety
- > High Performing Government
- > Customer Focused Workforce
- > Thoughtful Growth
- > Innovation and Modern Facilities



Goals

- > Integrate policies to ensure financial stability and sustainability across all services
- > Enhance services and systems to support a safe community
- > Commit to state-of-the-art technological solutions for customer service
- > Lead a collaborative partnership to plan for and fund growth and development
- > Enhance communication strategy to build stronger relationships internally and externally
- > Develop and implement a culture where Williamson County is the employer of choice



GOVERNANCE & ORGANIZATION

Williamson County operates under a Commissioners Court form of government, with four Commissioners made up of four single-member precincts and a County Judge. Members serve four-year terms with no term limits. The County Manager is a new position for FY25 and is served by an individual promoted with 17 years' of Wilco County experience.

Positions appointed and/or confirmed by the governing body include:

- County Manager
- Appointed Officials – Veterans Service Officer, Purchasing Agent, Budget Officer
- Senior Department Heads – Chief Information Officer, Parks and Venues, Infrastructure, Emergency Services, and Facilities
- Department Heads – General Counsel's Office and Director of Public Affairs

Major projects currently underway or recently completed:

- Countywide Strategic Plan implemented in 2023
- New Administrative Building opens Winter 25/26
- Road Bond Program
- Three Year Salary Study Cycle
- Capital Improvement Projects Program
- Computer Aided Digital Upgrade

Major awards recently received:

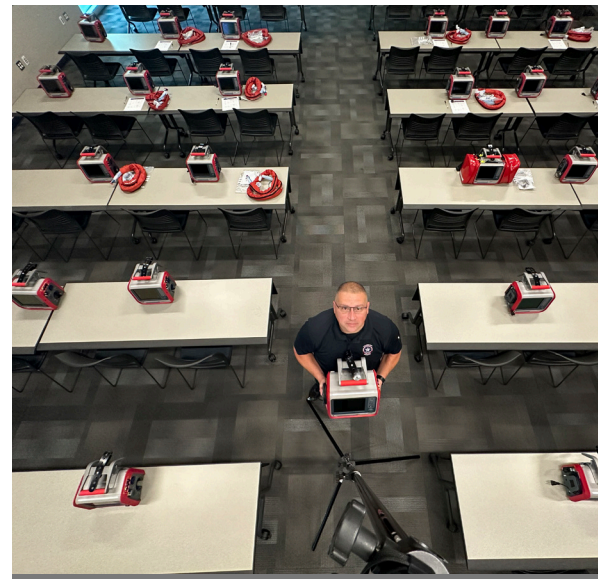
- Annual financial awards received by Purchasing, Budget, and Audit
- Texas Association of Counties Best Practices Awards
- AAA Bond rating
- Gold Bell Seal for Workplace Mental Health

Williamson County has 2,024 employees and a total fiscal year budget (including general fund, debt service, and road and bridge) of \$635,129,938. Its ad valorem tax rate is 39.9999 per \$100 valuation.



Key Projects and Initiatives

- The chosen EMS Director will need to be familiar with key projects and initiatives planned for Williamson County.
- Replacement of an EMS station on the east side, expected to be completed within 2-3 years.
- In 2026, Williamson County will be moving to a new CAD system, marking a significant improvement over the current system. Specific details will be available closer to the implementation date.
- Ongoing collaboration with fire departments for strategically placing ambulances in new or renovated fire stations.
- Plans for a new administrative building and a backup communication center to support growth.
- Ongoing efforts to address staffing challenges, including hiring and retention strategies for EMTs and paramedics.
- Continued focus on maintaining and improving the top-tier status of Williamson County EMS.
- Ongoing initiatives to strengthen relationships and collaboration with other agencies and departments in the county.
- Potential long-term planning for service delivery changes may include analysis of financial impacts and logistics.
- Continued emphasis on data-driven decision-making and strategic planning to address future challenges.
- Ongoing efforts to enhance training and development programs for EMS personnel, including the robust Academy and credentialing process.





ABOUT THE DEPARTMENT

Williamson County Emergency Medical Services (EMS) provides emergency medical services, community health paramedicine, and community education. They've been caring for the county since 1975, and now have over 150 field providers; 18 ambulances and 1 squad unit 24/7; 3 peak demand ambulances; 3 command/high priority response; and a large backup fleet. They practice under the license of a physician, Dr. Taylor Ratcliff, who is highly involved and available for direction 24/7 to ensure quality of care.

Williamson County EMS is accredited by the Commission on Accreditation of Ambulance Services (CAAS). The accreditation process requires the completion of a comprehensive application and on-site review by national experts in emergency medical services. CAAS extended the accreditation to Williamson County EMS for outstanding achievement in compliance with national standards for best practices in the Emergency Medical Services industry.

Department initiatives include plans to add at least one additional response resource each year, expansion of Community Health program, and implementation of alternative response assets.

Williamson County EMS has 177 employees that handle the Administrative, Clinical Practices, Operations, and Logistics of the Department. Its total department budget for FY25 of \$32,283,195.

Vision

Williamson County EMS will be recognized as the national leader in people-centered, pre-hospital medicine.

Mission

To deliver pre-eminent care enhanced by education and research.

Values

**Well-Regarded,
Compassionate, Engaged,
Mission-Focused, Service**

Strategic Priorities

- Provide pre-eminent, pre-hospital care
- Efficient and effective operations
- Outstanding customer service

ABOUT THE POSITION

Reporting directly to the Senior Director of Emergency Services, the Director of Emergency Medical Services (EMS) is responsible for the overall administration of the Williamson County EMS system. This position coordinates the plans, organization, and overall performance evaluation of the system. The EMS Director provides direction and support to the Medical Director for clinical and operational issues and collaborates with EMS Division Commanders to assure optimal operational and clinical performance.

The EMS Director develops and submits the annual budget as required by Commissioners Court; manages the EMS budget; and approves purchase orders in accordance with the purchasing process. This position facilitates and coordinates strategic planning for the Department. They also coordinate with the County Maintenance Department to oversee vehicle maintenance.

Executing long-term system planning is part of the EMS Director's job, as is collaborating with the Compliance Commander to ensure compliance with relevant laws and regulations. Overseeing system operations including personnel management, document revision and oversight of Standard Operating Guidelines, future predictive modeling, and emergency operations planning, is critical for this role. The EMS Director will serve as EMS liaison or assign a liaison to Capital Area Trauma Regional Advisory Council, Williamson County Fire Chief's Association, Williamson County Emergency Services, Williamson County Commissioner's Court, other Williamson County departments, Williamson County Systems of Care, and any other agency as necessary to conduct business.

Other responsibilities of the EMS Director include participating in meetings with local, state, and federal agencies; advising the EMS Strategic Planning Team; and serving as a member of the Compliance Committee to develop, implement, review, and evaluate the Department's Compliance Program. This position will utilize discipline as necessary, including friendly reminders, documented discussion, written counsel, and notice of unsatisfactory performance. They'll attend meetings, conferences, workshops, training sessions, and review publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas.



OPPORTUNITIES AND CHALLENGES

The chosen EMS Director will focus on the following opportunities and challenges.

In the first year:

- The EMS Director will play a supportive role in promoting clinical growth and collaborating with the Medical Director, helping to drive quality medical care while understanding the importance of their supportive position.
- Build strong relationships with key stakeholders, including fire chiefs, hospital representatives, county officials, and internal staff.
- Gain a comprehensive understanding of the county's unique culture, often called the "Williamson County Way."
- Familiarize themselves with ongoing projects and initiatives, such as inventory management, tele-911, and body-worn cameras.
- Develop strategies to address staffing challenges and employee retention issues.
- Engage with the community and become visible to the public and fire departments.
- Implement new systems and processes to modernize operations, including transitioning from multiple disparate systems to a comprehensive county-wide system.
- Enhance community partnerships, especially with fire chiefs and hospital representatives, to maintain the EMS's well-respected status.
- Develop strategies to manage the increasing call volume due to population growth and changing demographics.

In the next 3-4 years:

- Implement a strategic plan to address the County's rapid growth and future resource allocation needs.
- Enhance collaboration between EMS and fire departments, potentially creating a more unified Williamson County EMS.
- Develop innovative solutions for staffing shortages and succession planning.

- Work towards maintaining and improving the County's reputation as a top-tier EMS system.
- Implement new initiatives and programs to address the county's growth and changes, including potential technological advancements.
- Strengthen mental health and wellness programs for staff.
- Complete the new administrative building and backup communication center projects currently underway.
- Expand community health initiatives, including the potential implementation of tele-911 services and increasing the number of community health providers in the field.
- Address infrastructure needs, including replacing and modernizing standard-alone EMS stations.
- Develop and implement innovative solutions to address skill gaps and shortage in the workforce.

In the next 5-7 years:

- Strategically plan for long-term growth, projecting needs 10-15 years into the future to stay ahead of the County's explosive population increase.
- Evaluate and potentially restructure the EMS system to create a true County-wide integrated system, improving collaboration with local fire departments and other agencies.
- Implement advanced technologies and practices to maintain Williamson County's status as a leader in innovative EMS services.
- Address the evolving healthcare landscape, including potential increases in homelessness and narcotic-related calls, by developing comprehensive community health programs.

IDEAL CANDIDATE

Williamson County seeks an experienced leader with strategic thinking, planning abilities and excellent communication skills to serve as its next EMS Director. The ideal candidate is someone with an innovation mindset, balanced with respect for existing processes and the “Williamson County Way” of doing things. Someone with strong leadership skills, who can lead by example and involve team members in the decision-making process, is highly desired. The chosen EMS Director will focus on projecting future needs and supporting growth in a rapidly expanding community.

The ideal candidate is someone with political acumen to navigate relationships with commissioners, the judge, county officials, and other community members. Collaborative skills to work effectively with fire departments, hospitals, and other partner agencies is desired. The ideal candidate will also have fiscal responsibility and budgeting expertise, including the ability to find funding opportunities that align with county values and policies. The chosen EMS Director will be adaptable to different situations and audiences, with the ability to connect with both younger employees and experienced staff.

Experience in managing a well-respected EMS system and maintaining positive community relations is important, as is experience in managing growth and change, particularly in rapidly expanding communities, and in succession planning and staff development. The chosen candidate will have a servant-leadership approach, demonstrating a commitment to the well-being of staff and the community. They will be able to address mental health and wellness concerns within the Department; lead with a data-driven decision-making approach combined with emotional intelligence; and have strong ethical standards and commitment to transparency in operations.

Additional attributes of the ideal candidate include:

- Knowledge of modern EMS practices and willingness to embrace new technologies and approaches.
- Ability to build and maintain relationships across the organization and community.
- Resilience and ability to handle high-pressure situations common in EMS leadership roles.
- Strategic thinker capable of planning for future growth and resource allocation.
- Innovative problem-solver who maintains fiscal responsibility.
- Excellent communicator, both internally and externally.
- Visible and dynamic, engaging with the public and fire departments.
- Experienced in managing growth and staffing challenges in a large, diverse county.
- Understanding of full-time, part-time, and volunteer EMS requirements.
- Strong budgeting and financial management skills.
- Experience with inventory management, tele-911, and body-worn camera initiatives.
- Understanding of mental health and wellness programs for first responders.
- Ability to navigate the challenges of a growing county with diverse urban and rural areas.
- Experience in strategic planning and future-oriented leadership.
- Balance innovation with conservative fiscal approach.
- Adapt to rapid growth while maintaining existing culture and relationships.
- Navigate the political landscape of the only county-wide independent EMS system.

EDUCATION AND EXPERIENCE

This position requires a bachelor's degree in a related field plus 10 years of 911 EMS management experience. Extensive knowledge of current principles and practices in management of an EMS system; demonstrated knowledge of human resources practices, including knowledge in employment laws/rules/regulations; demonstrated knowledge of quality assurance/improvement methods with emphasis on data collection and analysis; and demonstrated knowledge of budgetary and business planning processes are required. An equivalent combination of education and experience may be considered.

A valid Texas driver's license and a certified or licensed paramedic by Texas Department of State Health Services is required.

Preferred qualifications include 10 years of experience in leadership, personnel management, and system design with demonstrated accomplishments and organizational achievements in previous leadership roles. Demonstrated experience in fostering a progressive work culture in previous leadership roles; demonstrated experience in developing a robust clinical practice program, like current Williamson County operations; and completion of Ambulance Service Manager Program is desired.

APPLICATION PROCESS

[Please apply online](#)

For more information on this position, contact:

Larry Bell, Sr. Vice President

LarryBell@GovernmentResource.com

325-669-3671

Williamson County is an Equal Opportunity Employer that does not discriminate on the basis of race, color, religion, national origin, sex, age, disability, genetic information or any other status protected by law or regulation. Applicants selected as finalists will be subject to a comprehensive background check.

CONFIDENTIALITY Under Texas Government Code Section 552, applications for employment submitted to a governmental entity become public record and are subject to disclosure in compliance with a Public Information Access Request. Disclosed applications will have only minimal redaction for protection of sensitive information, as permitted by state law. There is not an appeal process available by which an application may be exempted from disclosure.

COMPENSATION AND BENEFITS

Williamson County offers a competitive salary range of \$129,188-\$174,092 depending on qualifications and experience. The County offers a comprehensive benefits package, including three different medical plans; two different dental plans; two different vision plans; short- and long-term disability; life insurance; a flexible spending account; EAP; pet insurance; identity protection; prepaid legal; financial wellbeing services; wellness program; holidays, sick pay, and vacation days; and a phone stipend. Williamson County is a member of the Texas County and District Retirement System (TCDRS). Retirement deductions are mandatory for regular full/part-time employees and are withheld from employee paychecks at the rate of 7% of gross pay. These deductions are made prior to the calculation of the employees tax liability (i.e., these are pretax deductions). Seasonal and Temp workers are excluded.

RESOURCES

Williamson County

<https://www.wilcotx.gov/>

Williamson County Emergency Medical Services

<https://www.wilcotx.gov/ems>

Williamson County Economic Development Partnership

<https://williamsoncountytxedp.com/>

