

TULARE COUNTY CONSOLIDATED AMBULANCE DISPATCH



INVITES YOU TO SUBMIT INTEREST FOR THE POSITION OF

DIRECTOR

TULARE COUNTY
CENTRAL CALIFORNIA



**WESTERN
FIRE CHIEFS
ASSOCIATION**

Recruitment Services Provided by
The Western Fire Chiefs Association



[Click here](#) if you're contemplating... "Why Tulare County?"



Regional Profile

Tulare County sits at the heart of California's San Joaquin Valley, offering a rare combination of professional challenge, community connection, and exceptional access to California's most iconic landscapes. Home to just under half a million residents, the county blends mid-sized cities, close-knit rural communities, and a strong sense of civic

identity. Public safety leaders here operate in an environment where their decisions matter, their leadership is visible, and their work directly affects the well-being of their own neighbors, communities, friends, and families.

The county is best known as one of the nation's most productive agricultural regions, but Tulare County is far more than farmland. Communities such as Visalia, Tulare, Porterville, Dinuba, and Exeter offer stable and attractive neighborhoods, established school systems, and growing healthcare and commercial sectors. Local governments and public agencies tend to be collaborative and mission-driven, with an emphasis on practical solutions and long-term sustainability—an appealing setting for seasoned professionals who value both autonomy and accountability.

Geographically, Tulare County is uniquely positioned. It stretches from the fertile valley floor eastward into the Sierra Nevada mountains and includes gateways to Sequoia and Kings Canyon National Parks, home to the world's largest trees and some of California's most dramatic alpine terrain. Much of the county is just above sea level while to the east Mt. Whitney rises to 14,500 feet—the highest elevation in the continental United States. Outdoor recreation—hiking, fishing, cycling, camping, and winter sports—is available within an easy drive, while the Central Coast is a comfortable day trip and the Los Angeles Basin, Bay Area, State Capitol, and Lake Tahoe regions remain accessible for weekend travel or family connections.

From a lifestyle standpoint, Tulare County offers a cost of living that remains significantly more attainable than many coastal and metropolitan regions of California. Housing options range from established neighborhoods to new developments, often allowing professionals to secure larger homes, land, or amenities that would be cost-prohibitive elsewhere in the state. Commute times are typically short, contributing to a balanced daily rhythm and more time for family, recreation, and community involvement.

In short, Tulare County is well-suited for experienced public safety executives seeking a leadership role with real scope, visible impact, and a high quality of life. It is a place where professional expertise is valued, community trust matters, and the rewards of service extend well beyond the job itself.

There is much more to learn and explore about the Tulare County region:

City of Visalia: [Click Here](#)

College of the Sequoias: [Click Here](#)

City of Tulare: [Click Here](#)

Fresno State—South Valley Campus: [Click Here](#)

Discover Tulare County: [Click Here](#)

World Ag Expo: [Click Here](#)

Tulare County A to Z: [Click Here](#)



Governance, Organization & Services

Tulare County Consolidated Ambulance Dispatch (TCCAD) is a 501(c)(4) organization established to provide emergency dispatch services to a variety of emergency service agencies throughout Tulare County—focused primarily on EMS/ambulance services. The communications center is located within the city of Tulare in a newer facility. TCCAD is governed by a 5-member Board of Directors, made up of representatives from the agencies served. The Board meets monthly to provide policy direction and overall guidance to the organization. TCCAD has a current annual operating budget of \$1.8M, with personnel and technology representing the most significant elements of the budget.

TCCAD is led by a full-time Director who serves as the executive officer of the organization and provides day-to-day leadership, management, supervision, and direction. The Director serves at the pleasure of the Board of Directors and is the direct link between the Board and TCCAD staff.

Typical TCCAD daily staffing is two Dispatchers, one Lead Dispatcher, one Call-Taker (M-F days), and an Operations/Training Manager (M-F). The communications center operates 24/7 and Dispatchers work 12-hour shifts (three shifts one week, four shifts the next.) The center averages 6,250 calls for service per month for over 75,000 calls per year. Personnel are not unionized. The center utilizes Zoll CAD and new Kenwood radios. The telephone system is scheduled for replacement.

Tulare County Consolidated Ambulance Dispatch provides emergency dispatch services for the following agencies:

- City of Tulare Fire Department—ALL Fire and EMS calls (Tulare Fire does not transport)
- City of Dinuba Fire Department— Ambulance calls only (Dinuba Fire does transport)
- Exeter District Ambulance
- American Ambulance of Visalia
- Imperial Ambulance (based in Porterville)
- LifeStar Ambulance (based in Tulare)
- Tule River—California Rural Indian Health Board—Ambulance calls only.



The Ideal Candidate

The ideal candidate will be an enthusiastic emergency communications professional with proven knowledge of fire and EMS communications best practices and a demonstrated history of building effective relationships with staff, board members, client agencies, and external stakeholders. The Director will value the existing culture while exploring and supporting emerging trends and new ideas to strengthen the fiscal foundation of the agency and bolster recruitment and retention efforts. Financial management and prudent budget development will be key to success of the agency, and experience and creativity in seeking alternate revenue sources, including grants, will be of particular value. A successful candidate will have a strong foundation in emergency communications operations supplemented by administrative knowledge, skills, and abilities that will allow them to successfully function with great autonomy and independence. The Board of Directors needs a competent and trustworthy communications professional who can handle with equal skill and resourcefulness the operations, leadership, and administrative business of the organization.

The Director will maintain an active, appropriate, and visible presence within the agency, with Board leadership, and throughout the regional EMS community. The Director must effectively lead, mentor, train, and coach communications center staff while serving as an engaged team member within the agency and across the region. The Director will have mature and effective command presence, leading from the front while allowing staff to function with autonomy and discretion when circumstances allow. Effective interpersonal communications skills are essential.

Competitive candidates are likely to be veteran communications operators who have served in supervisory/management roles in fire, EMS, and law enforcement communications operations in rural and urban municipal or special district settings, with demonstrated competence, decisive leadership, and effective workforce interaction.

The Board of Directors is anxious for a new leader who will invest themselves in the success of TCCAD and advance the organization. The Director will play a critical role in the future of the organization.



Key Job Responsibilities

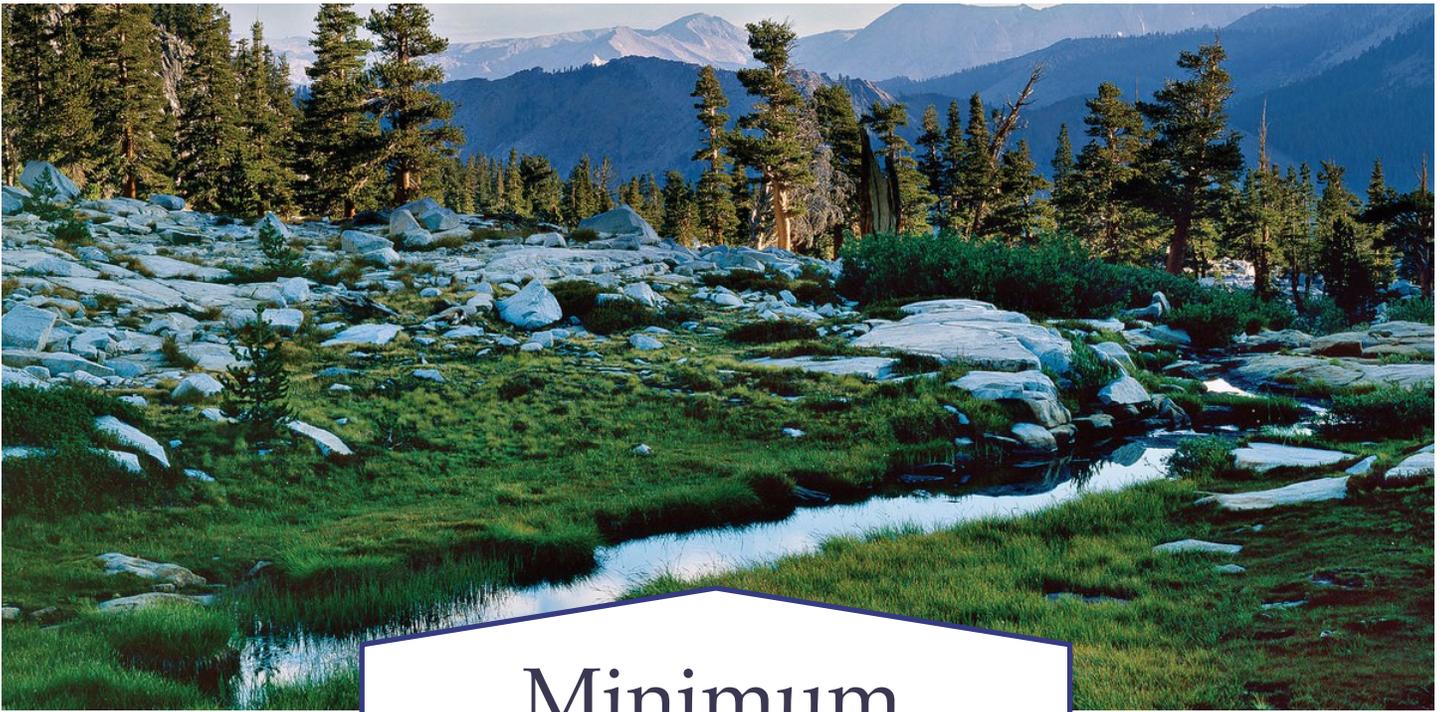
Under the general administrative direction of the Board of Directors, the Director serves as the executive officer of the organization. The Director has responsibility for providing leadership and direction to communications staff to fulfill the TCCAD mission. The Director promotes a positive climate for employee relations, teamwork, and service excellence. The Director reinforces

constructive and professional relationships with hospitals, all EMS providers, county administration, county emergency services agencies, cities, fire districts, volunteer fire agencies, and other members of the EMS community. The Director ensures that the organization is in compliance with the local EMS agency.

The following list reflects essential job duties and responsibilities, but is not an exhaustive list. A wide variety of duties may be assigned.

- Perform all functions of System Status Manager for TCCAD's participating ambulance providers;
- Attends Board of Directors' meetings, budget meetings, and all other meetings necessary for the orderly conduct of agency business. Prepares agendas and ensures all required reference materials and documentation are available;
- Responds to and implements the directives and policies of the Board of Directors;
- Evaluates and prepares contracts and RFP's relating to the communications center;
- Develops services and products to meet current and future organizational needs;
- Oversees integration of new products and contracts;
- Manages consolidation of communications services;
- Monitors performance indicators and makes necessary adjustments;
- Coordinates all activities of the communications center;
- Oversees training program and implementation;
- Oversees major incident management;
- Participates in various committees as directed;
- Oversees and supervises all required EMS and fire training for dispatch personnel;
- Serves as liaison to other PSAP's;
- Researches and pursues grant funding and explores creative approaches to new revenue generation;
- Coordinates with, and appears before, the County Board of Supervisors, city councils, fire district boards of directors, and other organizations as required
- Directs and participates in agency planning, organizing, staffing, directing, control, and evaluation functions;
- Oversees the agency's overall personnel system; enforces rules, regulations, and procedures; maintains discipline; transmits orders; and conducts performance appraisals;
- Supervises the maintenance and upkeep of any facilities and equipment owned or maintained by the agency, and recommends to the Board the acquisition of new, or sale of used, equipment and facilities;
- Prepares a proposed annual budget designed to address the operational requirements of TCCAD for Board of Directors' consideration and approval;
- Develops organizational procedures, rules, and regulations, and other standards necessary to implement Board policies and facilitate efficient agency operation;
- Practices and promotes safe working habits. Investigates reported unsafe working conditions and implements remedial provisions as required.

The full job description of the Director position should be reviewed for a full understanding of the role.



Minimum Qualifications

Education

- A bachelor’s degree in public administration, business administration, fire science or administration, emergency management, healthcare, or other closely related field, is desirable, however, combined education and experience commensurate with a bachelor’s degree, as determined by the Board in its sole discretion, is considered qualifying.

Experience

- A minimum of three (3) years full-time progressive supervisory/managerial experience in an emergency communications environment—preferably in EMS/Fire/Law Enforcement communications. Experience should exhibit a consistent pattern of participation, personal and professional growth, and increasing organizational responsibility.
- Administrative experience in a supervisory or management role that demonstrates the required knowledge, abilities, behaviors, and traits to perform the essential functions is desirable. Such experience should ideally include budgeting, personnel administration, and strong communications skills.

Other Requirements

- Certification by International Academies of Emergency Dispatch or ability to become certified within 1 year of hire.
- Training to the ICS-300 level (ICS-400 preferred) and NIMS IS-700 or the ability to become certified within 1 year of hire.
- Must be a Citizen of the United States of America or a Lawful Permanent Resident.

IMPORTANT NOTE

If you have any questions, concerns, or are unsure how to interpret these qualifications, please contact the Executive Recruiter to discuss. There are additional non-mandatory qualifications that if met may place a candidate in a superior or preferred position in relation to other candidates.



Compensation and Benefits

The current annual salary range for the Director position is \$110,000 - \$125,000.

The salary is supplemented by an appropriate benefit package that includes, but is not limited to, the elements listed below. Some aspects of employee benefits are currently under review. Additional information will be made available and the successful candidate will have the opportunity negotiate certain benefits.

Insurance Benefits

- Medical/Dental/Vision health insurance coverage is offered
- Long Term Disability Insurance
- Life Insurance

Vacation, Sick, Holiday Leave

- Vacation /paid time off
- Sick leave
- Six compensated holidays per year

Retirement

- Simple IRA with employer match up to 3% of employee's compensation with a maximum cap.

Additional Benefits

- Tuition reimbursement upon Board approval





How to **EXPRESS INTEREST**

CONFIDENTIAL RECRUITMENT

Confidential recruitment services for this position are provided by Western Fire Chiefs Association (WFCFA).

1

Submit Your Materials in Confidence

To express your interest in this position, please submit your resume and contact information through [our website](#) by March 27, 2026. This will be the first review of submittals but additional time may be afforded at that point.

WFCFA Screening Process

WFCFA will conduct a multi-phased screening process that may include qualification and leadership assessments, telephone or Zoom interviews, and/or site visits to Tulare County. This process will give you the opportunity to learn more about the agency, its culture, and the community it serves. WFCFA will present your information to the Board of Directors and will follow-up with an assessment of alignment between your skills, experience, and the requirements of the position.

2

3

Submit a Formal Application

Upon completion of the screening process, selected qualified candidates will be invited to advance in the process at the discretion of the hiring agency. The hiring agency will identify and administer final phases with the assistance of WFCFA staff.

Executive Recruiter Randy Groom is available to answer your questions about this position at randy@wfca.com or (559) 679-3872 (call or text)