

911 COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This is specialized clerical and administrative position responsible for the coordination of the county-wide 911 system, including oversight of the computer aided dispatch system. The incumbent is responsible for the County's E-911 System database. Work is performed under general supervision of the Director of Emergency Services. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Develops and implements standards, polices and procedures of the E-911 system; Administers and manages addressing coordination; Oversees the computer aided dispatch system; Responsible for the accuracy of data in the computer dispatch system; Verifies database with area telephone companies and post offices; Gathers data and prepares daily reports from the activity center; Maintains communication with the NYSP to insure efficient operation of the activity center; Recommends equipment required for the system; Establishes and monitors quality assurance standards of the activity center; Provides input to the NYSP on performance of employees at the activity center; Represents the center as required at meetings; Meets with county officials and Public Safety Committee as required to offer information on the system; Responsible for community outreach and public education of the E-911 system.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of emergency communications practices and procedures; Thorough knowledge of the laws, regulations and guidelines relative to the operation of an Enhanced 911 system; Good knowledge of the policies and practices of administration management and supervision; Good knowledge of the geographical makeup of the county; Working knowledge of equipment utilized in an E-911 system; Working knowledge of functions and operations of county police, fire and EMS services; Ability to plan and direct the work of others; Ability to operate a personal computer accurately; Dependability; Tact and Courtesy; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and 5 (five) years experience with a wireless communications system, which includes clerical and data entry work.

NOTE: Verifiable volunteer or unpaid experience involving an E911 system may be substituted for paid experience.

Adopted 1/1/04

Revised 2/6/04

Reviewed 4/23/10