E911 COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position in the field of public safety with responsibility for coordinating and monitoring the efforts of Herkimer County and participating local governments in the development and operation of a centralized emergency communication system. By dialing the 911 telephone number, the system would allow any County resident, who needs emergency assistance, access to the appropriate emergency service (police, fire, ambulance, etc.) for their locale. The Coordinator's work involves presenting technical findings, program evaluations and procedures, and budget requests to the County Legislature, and describing the program benefits to local municipalities and the general public. Supervision is exercised over a small staff. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES:

-Coordinates the recommendations made by County and local government agencies, staff, and outside vendors for the installation and operation of the system;
-Supervises the implementation of operating procedures for the system;
-Prepares verbal and written reports requested by the County Legislature and cooperating local government bodies concerning the program;
-Prepares the annual operating and capitol budget requests for the E911 system;
-Assists in resolution of problems that develop between the public users and 911 operations;
-Prepares information about the program for public dissemination;
-Promotes and coordinates cooperation among the user agencies;
-Maintains the E911 Database, including insertions, deletions, corrections and modifications;
-Oversees maintenance of telecommunications equipment and directly related accessories necessary to process E911 telephone calls;
-Prepares service contracts for legislative review and monitors them for compliance and performance;
-Interfaces with local town, planning and zoning boards, as required, to maintain the established residence and business address system;
-Coordinates with franchise telephone companies and E911 telecommunications equipment vendors to ensure continuity of service;
-Cooperates with local, state and county police, fire and EMS departments and agencies to establish and maintain correct boundary information used to develop Emergency Service Zones;
-Interfaces with local and regional USPS offices to coordinate and maintain address systems;
-Maintains a file of road names and number ranges, along with community name and emergency service zone boundary information;
-Develops system failure and back-up plans to mitigate the effects of a total or partial system failure;
-Trains public safety telecommunicators/dispatchers relative to the operation of E911 telecommunications equipment and familiarization of associated systems;
-Analyzes the use of the E911 system and conducts public education programs in schools, civil and community centers, and other media outlets to promote the proper use of the E911 system;
-Coordinates the development of long range plans for improvement of the E911 system;
-Represents the County in negotiations between system users and officials in conflicts related to the operation of the E911 system;
-Attends the E911 Advisory Board regular and special meetings;
-Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:
Good knowledge of the principles, practices and procedures of emergency management; thorough knowledge of command and control methods; good knowledge of recruitment, equipment and training methods; good knowledge of government organization; planning, purchasing and budget preparation and control; good knowledge of modern methods of preparing and maintaining financial and statistical reports; working knowledge of the community agencies and facilities which can be utilized to facilitate program goals; working knowledge of the use of software for computerized dispatching; ability to effectively organize for large scale operations; ability to supervise the work of others; ability to communicate effectively both orally and in writing; ability to meet and deal with people effectively; ability to work in stressful situations; dependability; initiative and resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Either -

(A) Graduation from a regionally accredited or NYS registered four year college or university with a Bachelor's Degree and two years experience providing management and/or coordination within the emergency services field, i.e., medical, police, fire, emergency response, etc.; one year which must have been in a supervisory capacity;

Or **(B)** Graduation from a regionally accredited or NYS registered two year college with an Associate Degree and four years of experience providing management and/or coordination within the emergency services field, i.e., medical, police, fire, emergency response, etc.; one year which must have been in a supervisory capacity;

Or **(C)** Graduation from high school or possession of a high school equivalency diploma and six years of experience providing management and/or coordination within the emergency services field, i.e., medical, police, fire, emergency response, etc.; one year which must have been in a supervisory capacity;

Or **(D)** An equivalent combination of training and experience as defined by the limits of **(A)**, **(B)**, and **(C)** above.

SPECIAL NOTES:

Due to the nature of the position, preference may be further given to candidates that have general telecommunications and computer experience or background.

The Civil Service jurisdictional classification of this position has not yet been determined. Appointment to this position may be subject to competitive examination in accordance with Civil Service Law and Rules.

Adopted 05/11/95 Personnel Officer