EMERGENCY COMMUNICATIONS COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This is a technical and administrative support position involving responsibility for the efficient operation of the County E911 Communication Center. The work is performed under the supervision of the Director of Emergency Services. Supervision is exercised over all E911 Communication Center staff. The position is also responsible for the operation and maintenance of all E911 Communication Center equipment. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

-Supervises the activities of the E911 Communication Center and its staff;
-Supervises the maintenance and operation of the E911 communication equipment, software and related systems;
-Assists in managing and overseeing training schools for public safety telecommunicators;
-Assists in maintaining the Master Street Address Guide (MSAG) and locatable addressing programs;
-Assists in the preparation and implementation of policies and procedures related to the E911 Communications Center;
-Assists in maintaining County inventory of emergency response equipment, material and responders;
-Plans and estimates the need for additional or unique equipment or special services for the County and recommends the purchase of such equipment to the director;
-Prepares verbal and written reports requested by the director concerning the Center;
-Organizes local participation in various federal contribution and surplus property programs and other fiscal aid programs including the submission of necessary applications and documentation in connection with programs of this office;
-Assists in coordinating and integrating the activities of the emergency response programs and the E911 program with the private sector and/or non-government groups;
-Assists in the preparation of budget requests and justifications, financial reports, work plans, and personnel transactions;
-Attends periodic meetings and training seminars in connection with programs of this office;
-Prepares a variety of records, reports, fiscal accounts and equipment inventory relative to this office.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of computers and specialized software programs; thorough knowledge of the operation and maintenance of emergency radio and telephone communications systems; good knowledge of the principals, practices and procedures of emergency management; good knowledge of command and control methods; good knowledge of recruitment, equipment and training methods; good knowledge of government organization; good knowledge of modern methods of preparing and maintaining financial and statistical reports; good knowledge of the geography, patrol territories, fire districts, roads, streets, highways and special hazards that exist; working knowledge of Federal, State and local laws, rules and regulations that pertain to this office; working knowledge of the community agencies and facilities which can be utilized to facilitate program goals; 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 of technical experience within the field of emergency radio and telephone communications involving the operation and maintenance of communication networks, one year of which must have been in a supervisory position;

Or **(B)** Graduation from a regionally accredited or NYS registered two year college with an Associate degree and four years experience as described in **(A)** above, one year of which must have been in a supervisory position;

Or **(C)** Graduation from high school or possession of a high school equivalency diploma and six years experience as described in **(A)** above, one year of which must have been in a supervisory position;

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

Competitive Class
Adopted 02/22/99 Personnel Officer