

Department: Emergency Preparedness

Classification: Competitive

Grade: _____

SPEC A7

DOCUMENT 68

ENHANCED 911 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 Essex County and participating local governments in the development and operation of a centralized emergency communications system. By dialing the Enhanced 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 describes the program benefits to local municipalities and the general public. This employee works under the direction of the Emergency Services Director with considerable leeway for exercising independent judgement in carrying out assigned duties. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assigns Enhanced 911 addresses to all residents in Essex County (field work);

Has primary responsibility for overseeing the development, installation and maintenance of the overall operations of the Enhanced 911 system in Essex County under direction of Emergency Services Director;

Serves as primary liaison with the emergency service providers and the telephone companies for proper functionality of equipment and system operations;

Serves as alternate point of contact for the Public Safety Answering Point (PSAP) in the event the Emergency Services Director is not available and system network or equipment is not operating properly;

Verifies by jurisdiction the Emergency service Number (ESN) assignment to the Master Street Address Guide (MSAG);

Make recommendations on technical and operational enhancements that would improve the Enhanced 911 network to Emergency Services Director;

Serves as primary liaison with the telephone companies in the event of system failure at county answering point; Supports all rural address conversion activities. Coordinates implementation of addressing standards and procedures. Works closely with affected agencies such as US Postal Service, Tax Assessors, Towns, Villages and County governments as well as emergency providers;

Serves as liaison with other agencies in data base coordination/determination of responsible emergency services with each emergency service number (ESN); assignment of emergency service numbers and selective routing;

Trains staff on procedures utilized in data base verification and MSAG maintenance;

Provides recommendations to Emergency Service Director on budget preparation in area of responsibility and ensures operations adhere to expenditures within approved limits;

Works with all participating jurisdictions, the public safety agencies serving those jurisdictions, other agencies providing emergency services to the jurisdictions, and the service providers within the District boundaries in designing and maintaining the Enhanced 911 emergency communication system;

Coordinates with programs and agencies which will interface with the Enhanced 911 communication system;

Assumes responsibility for formation of continuing community education programs on Enhanced 911 for use in the media, citizen groups, the business community and schools;

Serves as representative for the County at various community or agency meetings. Makes presentation of local and civic groups to help educate the public about the Enhanced 911 system;

Serves as representative for the County on committees relating to Enhanced 911 as needed;

Assumes responsibility for continuing public relations role with public safety agencies, participating jurisdiction, school districts, civic groups;

Assists personnel from neighboring counties by sharing information and experiences of the position to benefit the operations of their Enhanced 911 systems;

Prepares reports, conducts meetings and supervises activities as necessary on assigned projects.

ENHANCED 911 COORDINATOR - Continued

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and practices of public administration as they relate to organizational planning, purchasing, and budget preparation and control; good knowledge of the telecommunication operating methods and services provided by local police, fire, and emergency medical service agencies; working knowledge of the communication procedure and equipment used by police, fire and emergency medical service agencies; working knowledge of use of software for computerized dispatching; ability to work with and secure cooperation from government and public safety officials; ability to prepare clear and concise narrative and verbal reports; ability to plan and coordinate a 911 Emergency program; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- [a] Graduation from a New York State registered college or university with a Bachelor's Degree and three (3) years experience in the Emergency Services Field, one (1) year of which must have been in a supervisory capacity; or
- [b] Graduation from a New York State registered college or university with an Associates degree and five (5) years of experience in the Emergency Services Field, one (1) year of which must have been in a supervisory capacity; or
- [c] Graduation from high school or possession of a high school equivalency diploma and seven (7) years of experience in the Emergency Services Field, one (1) year of 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].

REVISED: 03/11/98