

COMMUNICATIONS COORDINATOR (SHERIFF)

DISTINGUISHING FEATURES OF THE CLASS: This is technical and supervisory work involving responsibility for coordinating and overseeing the day-to-day operations of Rockland County's public safety 9-1-1 Communications Center, including direct management of the Emergency Medical Dispatch Program. The work is distinguished from that of the Radio Communications Specialist in the responsibility for the Emergency Medical Dispatch Program and the required independent judgment and decision-making responsibilities. The work is performed under the general direction of the Chief of Communications and in accordance with law and the regulations of the Federal Communications Commission, Emergency Medical Dispatch standards and guidelines, and County policies and procedures. Supervision is provided to technical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Oversees and coordinates the day-to-day operations of Rockland County's 24-hour county-wide Public Safety and 911 Communications Center, including but not limited to responses and dispatch activities;

Oversees and coordinates the operation of the County's E-911 system and develops procedures and policies regarding same;

Oversees and coordinates the Emergency Medical Dispatch (EMD) Program in order to ensure compliance with procedures, the accurate processing of calls for emergency medical assistance, completion of quality assurance (QA)/quality improvement (QI) for EMD calls, etc.;

Monitors responses to EMD calls in order to assess (QA) clinical, operational, and personnel components of EMD responses and plans and implements improvements (QI) in responses, as needed;

Reviews compliance with policies and procedures, including those that pertain to the EMD Program, Fire Dispatch, and 911 system and implements corrective actions, as needed;

Oversees continuing education and training for EMD personnel;

Oversees the development of department 24-hour work schedules;

Oversees responses to cellular and landline 911 calls, including reports of fires) from the public and may dispatch appropriate responders (e.g., police, fire department);

Monitors and tests automatic fire alarm systems to ensure their proper operation;

Prepares a variety of reports;

Acts for and in place of the Chief of Communications;

May act as a liaison with law enforcement agencies, fire departments, emergency response agencies, etc.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of local police and fire radio systems and emergency operating and dispatching procedures, including E-911; good knowledge of laws and regulations of the Federal Communications Commission pertaining to the operation of an emergency radio system and E-911; good knowledge of operating equipment, (e.g. quick call and mutual aid fire assistance); good knowledge of EMD procedures and protocols; working knowledge of the types of information available in police and allied agencies and/or duties of police and allied agencies; ability to utilize appropriate computer software packages to enter required information regarding 911 emergency and EMD situations; ability to communicate effectively, both orally and in writing; ability to understand and carry out oral and written instructions.

(over)

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and five (5) years of experience in the use of telecommunications equipment in an emergency services environment (e.g., fire, emergency management, 911 response), two (2) years of which involved the performance of supervisory duties on a regular, ongoing basis.

NOTE: An Associate's degree or higher in Criminal Justice, Nursing, Emergency Medical Services, or comparable curriculum may be substituted for two (2) years of the general required experience.

SPECIAL REQUIREMENTS:

1. Within one (1) year of appointment, must complete an Emergency Medical Dispatcher (EMD) Certification course that meets or exceeds criteria set by the American Society for Testing and Materials (A.S.T.M.) of the United States Department of Transportation (e.g., Medical Priority's EMD Certification Course) and obtain certification as an Emergency Medical Dispatcher in accordance with the A.S.T.M standards.
2. Within six (6) months of appointment, must be CPR-certified through the National Safety Council, American Heart Association, American Red Cross, European Resuscitation Council or equivalent CPR program.
3. Must become recertified as an Emergency Medical Dispatcher within two (2) years of the initial certification and, subsequently, must again be recertified as an EMD not less than two years and not more than four years after the first recertification.

PROMOTION: One (1) year of permanent status as a Radio Communications Specialist.