COMMUNICATIONS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is specialized clerical and technical work involving responsibility primarily for maintaining data records and associated documentation relative to the County’s 9-1-1 residential and business address database and the automated “reverse 9-1-1” system. The work involves the use of various computer software programs (e.g. spreadsheets, word processing, database programs). The work is performed under the supervision of the County Communications Coordinator. Does related work as required.

TYPICAL WORK ACTIVITIES:
Verifies database information, makes corrections when necessary, and performs quality assurance checks;
Coordinates with police, fire, ambulance, post office, local town representatives, utility companies, etc., in the addressing of property sub-divisions and address assignments, in order to verify addresses;
Conducts tax map research and makes site visits to correct address discrepancies;
Acts as liaison with local emergency service personnel in maintaining call-out list for “Reverse 9-1-1” System;
Broadcasts radio and automated messages, as required;
Gathers information about community events and prepares messages to be broadcast to inform residents of local community events, meeting schedules, and County services;
Interacts with contractors to maintain radio transmitters to ensure signal strength, clarity, etc.;
Performs research, gathers data and submits required forms on potential emergency service of homeland defense grants and other public safety funding sources.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Good knowledge of computer software programs, especially those used in maintaining a 9-1-1 address database*; good knowledge of the geography of Rockland County*; good knowledge of office procedures, terminology and equipment; ability to understand and carry out oral and written instructions; ability to make visual comparison and identify errors or discrepancies; ability to perform clerical functions; ability to establish and maintain cooperative relations with others; ability to read and interpret maps*; ability to use computer software programs (e.g. spreadsheet, word processing, geographic mapping) applicable to a 9-1-1 address database*.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and four (4) years of office clerical or business experience, at least one (1) year of which substantially involved the use of databases, spreadsheets and/or word processing software in connection with the analysis and update of an E9-1-1 database.

NOTE 1: An Associate’s degree or higher may be substituted for two (2) years of the general office clerical or business experience.

NOTE 2: A Bachelor’s degree in Communications, or comparable curriculum, may be deemed fully qualifying.

*To be demonstrated during the probationary period.

R.C.D.P. (04.06.2006) 06.15.2015
Competitive