

## **COUNTY COMMUNICATIONS COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This is technical and administrative work of a complex nature involving responsibility for developing and implementing policies and procedures, coordinating activities, and overseeing the day-to-day operation of the County's emergency telephone response system (Enhanced 911). The work is performed under the general supervision of the Director of Fire and Emergency Services and in accordance with applicable laws and regulations of the Federal Communication Commission. Work direction is provided to a small staff. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Develops and implements procedures for the operation of the County's Enhanced 911 emergency response system;

Monitors and coordinates the activities of all decentralized 911 Public Safety Answering Points (PSAP);

Oversees and participates in the development, implementation and monitoring of the County's 911 Address Database Management office;

Meets with U. S. Post Office representatives and County and municipality planning and zoning officials regarding address issues;

Identifies emergency service geographic boundaries and oversees the assignment of emergency service numbers for 911;

Monitors and verifies the establishment of existing and proposed roads in order to ensure their inclusion in the 911 address database;

Reviews 911 billings, performs billing audits, as needed, to ensure accuracy and negotiates refunds for overbilling;

Oversees the implementation of requests for 911 answering point upgrades, and provides input regarding establishment of proposed answering points;

Acts as liaison with department heads, participating jurisdictions and service suppliers in the design, configuration and installation of the 911 system;

Acts as liaison with elected officials for 911 communications-related requests and questions;

Serves as initial contact for 911 database information and legal issues concerning the 911 system;

Develops and monitors annual 911 budget;

Develops training programs and coordinates training schedules for 911 operators, supervisors and dispatchers;

Provides guidance to field personnel on specific training issues;

Prepares and maintains a supply of training materials for 911 public awareness programs, aimed at informing residents of the benefits and proper use of 911;

Conducts presentations, workshops and demonstrations for community organizations (e.g. civic clubs, school districts) about the use and benefit of the 911 systems;

Acts as liaison with 911 service providers (e.g. telephone companies, equipment vendors);

Maintains 911 equipment inventory;

Evaluates bids and proposals and recommends award of contracts to communication vendors or consultants;

Provides input for the design of communications center upgrades and construction;

Serves as initial contact for the County's master wireless tower site planners and consultants;

Meets with telephone company representatives to identify address update or change problems;

Interacts with builders and contractors to ensure proper addressing of new homes;

Maintains records and reports.

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**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of the principles and practices of enhanced emergency telephone service (E911) systems; thorough knowledge of telecommunications systems and networks; thorough knowledge of FCC laws and regulations that pertain to emergency telephone response systems\*; good knowledge of County government structure, including towns and villages; ability to oversee and coordinate an emergency telephone system; ability to develop and conduct training programs for 911 personnel; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative relations with others, ability to understand and interpret technical manuals and regulations governing 911 systems.

**MINIMUM QUALIFICATIONS:** A Bachelor's degree and four (4) years of supervisory, administrative or managerial experience in a large scale (e.g. government, corporate) environment, at least one (1) year of which substantially involved responsibility for developing, maintaining and/or overseeing a communication system.

**NOTES:**

1. A Master's degree may be substituted for one (1) year of the required general experience.
2. Additional years of technical work experience involving responsibility for developing, maintaining or using a 911 system may be substituted for the supervisory, administrative or managerial experience indicated above, up to a maximum of two (2) years.

\*To be demonstrated during the probationary period.