

FIRE AND EMERGENCY SERVICES SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is specialized work involving responsibility for coordinating the County's automatic fire alarm system, known as "44-Control", which is the central point for dispatch of fire alarms to various companies in Rockland County, as well as for a variety of office functions and special assignments in the Department of Fire and Emergency Services. The work is performed under the general supervision of the Director of Fire and Emergency Services, and supervision is provided to a small clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Coordinates Rockland County's automatic fire alarm program by ensuring that all businesses participate in the County's 44-Control program, acting as liaison between the County and alarm companies, contract administration, etc;

Meets with alarm companies and makes effective recommendations for the resolution of problems and/or new procedures;

Processes complex alarm applications related to the 44-Control program (e.g. connects, transfers, deletes, and re-connects, etc.);

Develops and monitors provisions of the alarm company contracts (e.g. safety and liability, alarm codes, etc.);

Oversees agency budget relating to office supplies and equipment by maintaining budget records and materials, analyzing budget requirements and monitoring the spending of funds;

Coordinates and supervises the work of clerical employees including establishing work assignments, providing work guidance, answering questions, resolving problems and establishing priorities;

Oversees and participates in billing procedures for industrial training classes and alarm companies and resolves billing problems, as necessary;

Maintains all information and correspondence necessary for instructors and staff to attend instructional classes, conferences, and training sessions;

Researches and presents data for use in federal and State grant applications;

Assists in the preparation of a wide variety of basic statistical reports, as required;

Completes special projects, when assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of fire alarm applications and billing procedures; good knowledge of fire alarm contracts*; good knowledge of office terminology, procedures and equipment; ability to supervise the work of others; ability to establish and maintain cooperative relationships with others; ability to communicate effectively, both orally and in writing; ability to prepare a variety of reports; ability to understand and interpret regulations, guidelines and written material.

MINIMUM QUALIFICATIONS: A Bachelor's degree and three (3) years of complex clerical experience**, or responsible business experience***, at least one (1) year of which must have been in an emergency services environment.

NOTE: Additional years of the required experience may be substituted for the college degree on a year-for-year basis up to four (4) years.

(over)

*To be demonstrated during the probationary period.

**Complex clerical experience shall be defined as clerical work, equivalent to "principal-level" or higher, that consists of the integration, coordination and/or oversight of clerical processing functions or a clerical unit, resolving complex clerical problems and acting as a troubleshooter, and may involve secretarial responsibilities. The work is distinguished from lower-level (e.g., senior-level) clerical experience in the judgment involved (e.g., work includes handling problems that may involve varied & unrelated clerical processes) and independence (e.g., may make decisions that involve resolving unusual clerical problems).

***Responsible business experience shall be defined as work in a business setting that involves independent decision-making with important/significant consequences (e.g., establishing criteria for processes & products, hiring decisions, writing policies, managing or owning a small business), evaluating and acting on or making effective recommendations to act, determining priorities, supervising others, and completing work assignments in a generally independent manner.