

ASSISTANT EMERGENCY RESPONSE COORDINATOR FOR E-911

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative position involving responsibility for planning, developing, implementing and supervising a Countywide Enhanced 911 Emergency Reporting System. Responsibilities include needs assessments of local municipalities, program and vendor evaluation, negotiation with emergency service agencies (police, fire and ambulance) to develop a unified service plan, public awareness and education, implementation of the Emergency Response System and staff development and training. This position involves attendance and participation at a wide variety of meetings and planning sessions regarding the implementation of the Enhanced 911 system. Work is performed under the general direction of the Emergency Response Coordinator with leeway permitted for the exercise of independent judgement in planning programs and developing procedures. Direct supervision will be exercised over emergency response dispatchers.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level dispatch staff. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Coordinates and oversees the development and implementation of the E-911 system, in accordance with state and federal laws and guidelines;
2. Serves as liaison with all legislative, executive and community committees regarding the E-911 system;
3. Promotes and coordinates cooperation in development and implementation of system among various telephone, Public Service Commission, fire, police, ambulance, town and user agencies;
4. Reviews proposals from various utilities and hardware and software providers and recommends purchase;
5. Prepares service contracts for legislative review and monitors them for compliance and performance;
6. Prepares the annual operating and capital budget requests for the E-911 system;
7. Develops and administers a public education program for E-911 implementation and ongoing education in the community;
8. Oversees the maintenance of all E-911 Center and telephone company hardware and software;
9. Coordinates with local, state and county police, fire and EMS departments to establish and maintain correct boundary and map information for emergency service zones;
10. Establishes a system with telephone utility to maintain and update, on an immediate basis, the E-911 database;
11. Liaison with all telephone companies in Dutchess County, surrounding counties and Connecticut on E-911 issues;
12. Prepares reports requested by the County Legislature and Executive Offices on the E-911 system;
13. Develops system failure and back-up plans to mitigate the effects of a total or partial system failure;
14. Oversees the hiring, training and performance of emergency response dispatchers.

ASSISTANT EMERGENCY RESPONSE COORDINATOR FOR E-911 (Cont'd.)

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and practices of enhanced emergency telephone service (E-911) systems; good knowledge of telecommunications facilities, systems and networks; good knowledge of the principles and practices of public administration as they relate to organization 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; good knowledge of the political and geographical organization of the County; good knowledge of the hardware and software used for computerized dispatching; ability to work with and secure cooperation from government and public safety officials; ability to plan, supervise and coordinate complex operations; ability to prepare clear and concise narrative and verbal reports; ability to respond effectively in emergency situations; initiative; resourcefulness; good judgement; tact; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- EITHER: (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and three years of experience in a public safety or local or state law enforcement position PLUS three years of administrative or managerial experience in a public sector position;
- OR: (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree and five years of experience in a public safety or local or state law enforcement position PLUS three years of administrative or managerial experience in a public sector position;
- OR: (C) Ten years of experience in a public safety or local or state law enforcement position PLUS three years of administrative or managerial experience in a public sector position;
- OR: (D) An equivalent combination of training and experience as indicated in (A), (B) and (C) above.

SPECIAL REQUIREMENTS:

1. Possession of a First Response Certificate is necessary within completion of the probationary period.
2. Eligibility for a New York State Motor Vehicle Operator's license at time of application and possession of said license at time of appointment.

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ADOPTED: 01/01/95

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