

# Delaware County

## E911 Trust Authority

### POSITION DESCRIPTION

Title: E911 Coordinator	Department: E-911
Reports to: E911 Trust Authority Board	FLSA Status: Exempt
Approval Date: March 8, 2023	Revision Date: N/A

#### **Position Profile**

This position is responsible for the day-to-day management of all aspects of Delaware County’s 9-1-1 Public Safety Answering Point (PSAP), providing public safety communications and dispatch services to law enforcement agencies, fire departments and EMS agencies. This position directs and monitors all technical, personnel and fiscal management activities of the 9-1-1 PSAP and is responsible for the administration of the programs and operations within this area. This position also requires the ability to perform in a supervisory capacity over subordinate personnel. An employee in this position will be expected to perform all assigned duties at the highest level of legal, ethical, and moral standards. The nature of the work performed also requires that an employee in this position establish and maintain effective working relationships with all law enforcement and fire departments, outside emergency agencies, and the public. Work is performed under the direct supervision of the Delaware County E9-1-1 Trust Authority Board of Directors.

#### **Duties and Responsibilities**

- Performs all tasks and duties related to mapping
- Performs all tasks and duties assigned relating to consolidation efforts for E9-1-1
- Provides mentoring and coaching to personnel on shift and plans work assignments to ensure that the Agency’s service and production expectations are achieved
- Evaluates shift operations through personal observation and recommends improvements or modifications to work practices and employee performance as appropriate
- Works proactively with staff to resolve performance issues at the lowest level
- Identifies issues and communicates to the Dispatch Supervisor. If the Dispatch Supervisor is unavailable may communicate with other superiors within the chain of command.
- Prepares, presents, and updates Policies and Procedures for E911 as necessary.
- Prepares and presents annual budget draft and final annual budget to the E911 Trust Authority Board.
- Responds to law enforcement requests for information, monitors several public safety authorities to coordinate dispatching of services between two or more agencies
- As assigned, ensures technical equipment is properly maintained, regularly serviced and fully functional
- As assigned may review Police/Fire/EMS calls for compliance to protocol, citizen evaluation surveys, etc.
- As assigned, completes a variety of reports and correspondence relating to dispatch activities in a timely manner, such as investigations, inquiries or preparation of documents for court purposes
- Maintains accurate records and regularly prepares factual reports, such as financial statements
- Operates standard office equipment, including computer, fax machine, telephone, 2 way radio, and scanner
- Provides public access to and maintains confidentiality of department information and records according to state requirements
- Complies with all employer and departmental policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, personal conduct, and safety sensitive position
- Serves the public with diplomacy and respect, including occasional encounters with irate/hostile persons
- Effectively communicates orally and in writing with co-workers, other County departments, representatives of other law enforcement and public safety departments and agencies, and members of

the general public in a courteous and tactful manner, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

- Effectively works alone with minimal supervision and with others in a team environment
- Works on several projects simultaneously at the same time and works rapidly for long periods, often under pressure
- Understands, memorizes, retains, and carries out written or oral instructions and present findings in oral or written form
- Occasionally works extended, evening, and/or weekend hours and is subject to call out as needed
- Travels out of town occasionally overnight for meeting and training classes
- Reports to E9-1-1 Board Meetings and is present for each meeting
- Regularly reports status and progress and activities of E9-1-1 to the Delaware County Board of County Commissioners
- Periodically analyzes department workload, may interview candidates for job opening, and make recommendations to the E9-1-1- Trust Authority. Reviews salaries of assigned staff and recommends changes when warranted. Recommends personnel actions such as promotions, transfers or demotions
- Establishes, evaluates, and maintains training programs and selection processes for new employees, including interviews, instruction, testing, and establishment of eligibility list.
- Attends public programs and speaking engagements as necessary for proper and complete public relations. Attends State E9-1-1 Board meetings and other applicable or required meetings
- At regularly scheduled intervals backs up the system(s) and stores a copy offsite.
- Performs other related tasks and duties as required

#### **Qualifications**

Must be 18 years of age. Valid unexpired driver license required. Must pass a pre-employment drug screen, pre-employment background check, pre-employment physical and a pre-employment tb test.

#### **Education and/or Experience**

Equivalent combination of education and experience that provides the applicant with the knowledge and ability required to successfully perform the job. Must possess a High School Diploma or GED. A minimum of three years of related management, policy and procedure development experience preferred. NIMS 100, NIMS 200, NIMS 700, NIMS 800 required. NIMS 300 and NIMS 400 preferred, however, required to obtain within the first two years (2) of hire date.

Experience or other qualifications that demonstrate strong decision-making skills, excellent interpersonal communication and conflict resolution skills, and ability to successfully supervise, motivate, correct, train and evaluate assigned staff. Completion of Oklahoma Law Enforcement Telecommunication Systems (OLETS) certification preferred or completion within first year of employment.

#### **Knowledge, Skills, and Abilities**

Ability to:

- Requires alternately sitting and standing for prolonged periods of time.
- Plan, coordinate, direct and accomplish the activities of the department
- Provides positive feedback and constructive criticism as appropriate; and identify and recommend improvements
- Apply a high level of initiative, discretion, and judgment in accomplishing the work
- Develop and maintain effective working relationships with assigned staff, the public, coworkers, supervisors and managers, user agency stakeholders, and officials from other jurisdictions, departments or agencies
- Perform work under stressful or emotional conditions
- Work any assigned shift, including day, swing or graveyard and work all days of the week including weekends and holidays
- Must be able to multi-task

- Perform work under stressful or emotional conditions
- Be able to handle stressful situations in a calm and professional manor.
- Ability to operate radio console, computer, telephone system, mapping system and fax machine.
- Read, write, speak and understand the English language.
- Protect the County's value by keeping information confidential.
- Utilize MS Office products at basic (create new documents, open/edit existing documents) to intermediate (import/export data, create templates) skill level.
- Maintain physical condition and stamina appropriate to performance of assigned duties.
- Update job knowledge by participating in educational opportunities; professional organizations; attending expos/conventions; and developing or maintaining professional networks as approved by the E9-1-1 Trust Authority Board of Directors.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This is a safety sensitive position and may be subject to random drug screens.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; walk; and stoop, kneel, crouch or crawl. The employee is occasionally required to sit and climb or balance. The employee must regularly lift and/or move up to fifteen (75) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is low to moderate. The employee is occasionally exposed to risks associated with travel between properties and back and forth to other areas as may be required due to business demands. Coordinator will be working in stressful situations at times due to review of incoming calls, including some parties that may be hostile, angry, ill, scared or suicidal.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. The duties and responsibilities listed within this job description are subject to change or reassignment by management at any time.

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Read and Sign:

I have read the above job description and received a copy of said description. I understand and am fully aware of the requirements of the position. I hereby acknowledge and agree that I am capable of fulfilling all job duties and requirements, including the physical requirements, and that I am fully able to comply with the job description.

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Employee's Name (Printed) Date

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Employee's Name (Signature) Date