

E-911 COORDINATOR

110-B

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for coordinating the activities of a county wide E-911 centralized emergency communication system for police, fire, ambulance, or similar emergency services. The E-911 Coordinator's work involves presenting local information, program evaluations and procedures and budget requests to the County Manager and Legislature and presenting the program to local municipalities and the general public. This employee works under the general direction of the Commissioner of Public Safety. Supervision is exercised over the Chief Dispatcher and all Dispatchers. Does related work as required.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Oversees the operation of E-911 within the County and administers agreements with participating agencies;

Coordinates the recommendations made by County agencies, staff and outside consultants in support of the planning and operation of the E-911 Center;

Administers contracts between the County and hardware, software and service vendors for the installation and operation of the system;

Supervises the implementation of operating procedures for the system;

Prepares verbal and written reports requested by the County Manager and Legislature concerning the program;

Assists in the preparation of the annual operating and capital budget requests for the E-911 Center;

Assists in resolution of problems that develop between the public users and E-911 Center operations;

Assists in the preparation of information about the program for public dissemination; promotes and coordinates cooperation among the user agencies;

Coordinates the development of long range plans for improvement of the system;

Represents the County in negotiations between local government agencies and County administration in conflicts related to the operation of the E-911 Center.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the principles and practices of public administration as they relate to organizational planning, purchasing, and budget preparation and control; good knowledge of the operating methods and services performed by police, fire and emergency medical service agencies; working knowledge of the communication procedures and equipment used by police, fire and emergency medical service agencies; working knowledge of software packages for computer aided dispatching; ability to work with and secure cooperation from government and public safety officials; ability to assimilate data; ability to summarize technical information; prepare clear and concise narrative and verbal reports; ability to plan and coordinate programs and procedures; good judgment; initiative; persuasiveness; and good interpersonal skills.

MINIMUM QUALIFICATIONS: Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree or higher and at least five (5) years of experience in a supervisory capacity in a governmental or public safety agency with experience in

the operations of an E-911 Center.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

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