

SENIOR DATABASE/ E-911 RESEARCH CLERK

53-C

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the performance of various clerical tasks which require the exercise of independent judgment and a general understanding of specific laws, office rules, procedures and policies. Responsibilities also involve, researching, maintaining and updating a database system for E-911 addressing purposes. A significant portion of the work involves the maintenance of computerized databases utilizing a word processing, spreadsheet and other software programs. The work is performed under general supervision of the Deputy Commissioner of Mobility Management and GIS and in accordance with established procedures with leeway allowed for the exercise of independent judgment. Unusual problems or situations are usually referred to supervisors before action is taken. This position differs from that of Database Clerk by virtue of the duties being more complex. Supervision may be exercised over the work of assigned clerical staff.

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.*

Maintains alphabetic, numeric and/or chronological files of correspondence, documents, vouchers

and other materials by coding and filing new material utilizing data entry processing equipment;

Operates various office machines , including copy machines, printers, shredders, electronic

communication programs as well as other specialized equipment specific to department;

Participates in research of property records and tax maps to obtain pertinent information for E-911

addressing purposes;

Reviews data from records, maps and emergency services organizations regarding location of

parcels located in the County and enters new or revised data into the 911 database,

ensuring E-911 information is kept current;

May design and create various other database applications;

Verifies database with area telephone companies and post offices for accuracy;

Reviews, revises and updates existing forms for content, accuracy and ease of use for E-911

addressing purposes and assists in designing new forms and letters, as needed;

Responds in person, in writing, online or via telephone to inquiries and requests from

individual property owners, developers, businesses and County, State and Federal

agencies concerning the operation of the E-911 addressing system, referring callers to the

appropriate agency when necessary;

Informs appropriate agencies of new road names and new E-911 address assignments in

order to keep databases coordinated;

Prepares routine reports from information taken from various documents;

May process checks, codes and files requisitions, claims, vouchers, bills and receipts;

Answers telephone and gives out general information or relieves at switchboard;

Contacts clients and/or vendors to obtain additional information to verify and update records;

May process, sort, index, record and file a variety of control records and reports specific to

the department;

May review and check records and reports for arithmetical and clerical accuracy and completeness;

May conduct routine correspondence on matters where policies and procedures are well defined.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Good knowledge of office terminology, procedures and equipment; good knowledge

of the theory and practice of the operation of data processing programs; ability to keyboard

information accurately and at a reasonable rate of speed with a minimum of errors; ability to read and

understand property tax maps; ability to combine and organize information into tables and records;

ability to communicate effectively both orally and in writing; ability to understand and follow written and oral instructions; ability to acquire familiarity with departmental organization, functions, laws, policies and regulations; working knowledge of basic research methods and techniques; clerical aptitude; mental alertness; tact; and courtesy.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from high school or possession of a high school equivalency diploma and two (2) years of clerical experience which shall have involved the operation of a computer for database or spreadsheet applications and extensive contact with the public in person or via phone communication; or
- (B) Three (3) years of experience as described in (A) above.

***NOTE:** Completion of post high school education in the area of data entry, computer programming or a related field can be substituted for the above database/spreadsheet experience on a basis of three (3) credit hours being equivalent to three (3) months experience. However, extensive contact with the public must be demonstrated.*

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NYS Civil Service Commission Approval:N/A

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