

<u>TITLE</u>	9-1-1 COORDINATOR
<u>DEPARTMENT</u>	COMMISSIONERS
<u>DIVISION</u>	9-1-1
<u>DIRECT SUPERVISOR</u>	9-1-1 ADVISORY COMMITTEE
<u>FLSA STATUS</u>	VOLUNTEER
<u>LAST UPDATED</u>	FEBRUARY 2019

JOB SUMMARY:

Works on day to day 9-1-1 operations matters. Consults with the 9-1-1 advisory committee on specific concerns. Liaison for radio/pager requests, and FCC licensing. Responsible for equipment tracking, maintenance and upgrades.

NATURE & SCOPE:

Works under the specific supervision, guidance and direction of the 9-1-1 Advisory Committee and the general supervision of the Commissioners. This is an unpaid volunteer position.

MINIMUM JOB PREREQUISITES AND SKILLS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

1. Graduation from High School or equivalent
2. Citizen of the United States
3. Cassia County resident two (2) years preceding appointment
4. Working Knowledge of Cassia County 9-1-1 system
5. Must not have any felony convictions or convictions that would be considered to be a felony in the state of Idaho. Withheld Judgments on felony convictions must be disclosed in the application process, and will be considered on a case-by-case basis.
6. Must not have record of any activities that would disqualify candidate from entering and working in law enforcement dispatch or from handling or working with any records in 9-1-1 system
7. Possess a valid Idaho Driver's License and have the ability to operate a motor vehicle

ESSENTIAL JOB FUNCTIONS:

1. Working knowledge of how to read maps.
2. Ability to understand and follow county location directions.
3. Ability to distinguish North, East, West and South when given locations direction.
4. Ability to operate the following equipment including but not limited to computer, two-way radio, and paging system.
5. Courteous and tactful telephone and public relations skills.
6. Ability to write clearly and type accurately.
7. Ability to listen to and write down information as it is given.

8. Good communication skills in general.
9. Read and understand criminal and civil law.
10. Read and understand written and oral memos and orders.
11. Follow strict guidelines set by NCIC and ILETS.
12. Ability to speak and understand phonetic alphabet.
13. Ability to speak and understand 10-code.
14. Ability to read and understand military time.
15. Work independently without supervision.
16. Work flexible schedule.
17. Knowledge of computer function and use.
18. Attend 9-1-1 Advisory Committee and Board of Cassia County Commissioners meetings when requested.
19. Perform all work duties and activities in accordance with Cassia County policies, procedures and safety practices.

SPECIFIC ACCOUNTABILITIES:

1. Perform specialized research and analysis as required, including system analysis, work flow analysis, data analysis, evaluation of operational needs, and law.
2. Assist in the analysis and audit of all carriers to ensure access lines counts submitted with the 9-1-1 remittance are consistent.
3. Liaison with vendor on radios and systems' maintenance
4. Understanding of the Emergency Medical Service system
5. Aid in the negotiation and enforcement of contracts, leases and agreements
6. Contributes in ensuring County 9-1-1 system is in compliance with the applicable Idaho Emergency Communications Acts and subsequent statutes regarding the operation and administration of the countywide 9-1-1 system.
7. Liaison to all telecommunications carriers, including wire line, wireless, and VoIP that provide service in the county.
8. Researches and tracks applicable radio, 9-1-1 and emergency services legislation.
9. Maintains a working knowledge and understanding of emergency management regulations and standards, FCC regulations, as well as state and federal programs.
10. Provides oversight and direction to activities which bring and maintain state of the art technology in support of the County 9-1-1 system.
11. Aids in the maintenance of the County master street address database
12. Coordinates the maintenance of 9-1-1 system equipment
13. Identifies deficiencies in the operation of the county 9-1-1 system and recommends changes to the 9-1-1 Advisory Committee.
14. Assists in identifying projected revenues and budget costs for maintenance, personnel and operations.
15. Know Computer Aided Dispatch (C.A.D.) program changes.
16. Perform other related duties as required or assigned

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

1. Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively with others.
2. Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, technical documents, and review maps, diagrams and other documents.
3. Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment.
4. Sufficient body mobility, flexibility, and balance to work in an office environment which requires sitting for long periods of time.
5. The noise level in the work environment is usually moderate.
6. Will involve possible interaction with individuals in a variety of settings, including sometimes in difficult and adversarial circumstances.

The above is intended to describe the general content of and requirements for the performance of the position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements for the position.