



COUNTY OF ERIE

POSITION ANNOUNCEMENT

AN EQUAL OPPORTUNITY EMPLOYER

POSTING DATE: JANUARY 4, 2019

CLOSING DATE: JANUARY 18, 2019

TITLE: 911 COORDINATOR

GRADE: NB17

DEPARTMENT: PUBLIC SAFETY/911

BARGAINING UNIT: NON-BARGAINING

ENTRY RATE: \$25.77/HR \$53,602/YR

HOURS PER WEEK: 40

PROCEDURE TO APPLY: Please read the **County of Erie Job Application Procedures** before applying. Those wishing to apply for this position shall submit a County Employment Application and a Bid Form stating their qualifications to the Personnel Department at the Erie County Court House, Room 501, Erie, PA 16501. Apply Monday - Friday, 8:30 am - 4:00 pm.

APPLICATIONS AND BID FORMS CAN BE DOWNLOADED FROM THE INTERNET BY GOING TO THE ERIE COUNTY WEB SITE AT www.eriecountygov.org AND THEN CLICK ON JOB OPPORTUNITIES. COMPLETED FORMS CAN EITHER BE MAILED TO THE ABOVE ADDRESS OR FAXED TO 814-451-6484.

THE COUNTY OF ERIE IS AN EQUAL OPPORTUNITY EMPLOYER. MEN AND WOMEN OF ALL MINORITY AND NON-MINORITY GROUPS INCLUDING INDIVIDUALS WITH DISABILITIES ARE ENCOURAGED TO APPLY.

ALL NEW HIRES ARE SUBJECT TO A CRIMINAL BACKGROUND CHECK.

DEFINITION OF CLASS:

This position is responsible for planning, organizing, directing and managing of the County Public Safety Answering Point, including the emergency communications system. The administrative function includes the overall supervision of the consolidated 911 communications center, training and quality assurance programs. The 9-1-1 Coordinator reports directly to the Director of Public Safety.

DUTIES AND RESPONSIBILITIES:

- Supervises communications staff in performance of work duties and responsibilities; evaluate performance, provide feedback, recommend hiring, disciplinary actions including terminations.
- Acts as liaison for problem resolution in the day-to-day operations of the county 911 communications center.
- Maintains accurate payroll records for all 9-1-1 Shift Commander Staff, as well as the Quality Assurance Coordinator and Training Administrator.
- Functions as a liaison to 911 Operations between Emergency Management and Information Technology Department.
- With assistance from the Shift Commander staff, schedules all communications personnel, ensuring adequate staffing levels at all times.
- In conjunction with the Director of Public Safety, establishes operational standards based on best practices for the quality of operations.
- Assists with the development and enhancement of the training and quality assurance program.
- Assists in the development of long-range plans for emergency communications services.
- Assists in the development of emergency communications services disaster plans and procedures.
- Assists in the creation and monitoring of the annual departmental budget.

- Assists in managing projects and programs as assigned.
- Maintains and updates the 911 Standard Operating Procedures in consultation with the 911 Shift Commanders and the Director of Public Safety.
- Ensures the coordination of activities with area law enforcement, fire, emergency medical services, emergency management and hazardous material response teams.
- Attends & participates in meetings of area public safety and emergency services providers, including the general public to enhance, educate and solve operational issues/concerns involving emergency communications services.
- Assists the Director of Public Safety in the matters of communications coordination and consolidation of dispatch services with public safety agencies and municipal governments.
- Ensures that official records of 911 transactions are safeguarded, accurately copied/transcribed and duly certified for use in official and judicial actions.
- Develops and maintains clear up-to-date, accurate records of the County Triennial 911 Plan as approved by the County and the Pennsylvania Emergency Management Agency (PEMA) as defined by Chapter 53 of Title 35.
- Manages the annual PSAP Wireless Funding (Grant) Program, including the application process, appeal process, and reconciliation process, as defined by Chapter 53 of Title 35 or equivalent state-mandated funding mechanism.
- Maintains and submits appropriate records for the County and the Pennsylvania Emergency Management Agency (PEMA) as defined by Chapter 53 of Title 35, as required, pertaining to 911 operations, training and/or quality assurance programs.
- Collects and analyzes reports on the operation information generated by the communications center.
- Attends 911 staff meetings to address operational, training and/or quality assurance issues or concerns, and other relevant issues affecting the primary public safety answering point, remote dispatch centers and neighboring counties.
- Attends Local, Regional, State and National conferences, workshops and meetings to maintain the state-of-the-art approach to Public Safety/911 operational, training and/or quality assurance issues.
- Maintains a current knowledge of emerging products, services, protocols, and standards in support of telecommunications equipment, and assists in the development of a training program for system's appropriate use.
- Assists the Director of Public Safety with the development of bid specifications for engineering, and review of technical and maintenance configuration standards of all planned enhancements to the 911 emergency communications system, to include network, radio and telephony systems.
- Coordinates the timely completion of work in the emergency communications center and monitors progress; makes recommendations for improvement.
- Ensures the databases, computer programs and related technical capabilities of the PSAP are maintained, fully functional and updated by working closely with the Information Technology Department.
- Works with the Emergency Operations Staff to develop and implement special standard operating procedures for major emergency and disaster operations of the Erie County Enhanced 911 Operations.
- Assists the Emergency Management Coordinator or designee with the coordination of operational plans and the response of county and other agencies to natural or man-made disasters.
- Serves as the Communications and Warning Officer in the Erie County Emergency Operations Center.
- Performs related duties as prescribed by the Director of Public Safety.

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be considered as a detailed description of all the work requirements that may be inherent in the job.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Comprehensive working knowledge in Public Safety Communications/911 Operations, including Police, Fire, EMS, Emergency Management and Hazardous Material operations.
- Thorough knowledge of 911 computer and emergency dispatch systems, such as telephones, computer aided dispatch, CLEAN/NCIC and paging systems, public safety two-way communications systems, and 911 telephone networks.
- Must have comprehensive knowledge of the Title 35 “Public Health and Safety Act,” or equivalent State-mandated statutes / programs.
- Experience working with the public and applying resolution skills in conflict situations.
- Ability to present ideas effectively, to analyze complex problems and formulate sound conclusions.
- Basic supervisory, organizational and interpersonal skills, sound judgment, integrity and reliability.
- Experience working in a team-oriented, collaborative environment.
- Must have the ability to establish effective working relationships with superiors, peers, emergency response professionals, community organizations, elected and appointed officials of Local, State and Federal Government.

MINIMUM REQUIREMENTS/QUALIFICATIONS:

- Bachelor’s degree and/or a minimum of seven (7) years experience in Public Safety or a related field, of which five (5) years are in management or supervision. Strong leadership, business acumen, and supervisory skills.
- Experience in the field of public safety including call taking and emergency dispatch preferred, but not required.
- Demonstrated experience in typing and computer proficiency in Microsoft Office including Outlook, Word, Excel, Access and PowerPoint.
- Must be able to successfully pass the criti-call pre-employment call taking/dispatching testing program.

PREFERRED REQUIREMENTS/QUALIFICATIONS:

- Five (5) years of supervisory experience in public safety communications/911
- Certification in APCO Public Safety Telecommunicator
- Pennsylvania Certification as a 911 Call Taker (104 Hours)
- Pennsylvania Certification as a Police Dispatcher (32 Hours)
- Pennsylvania Certification as a Fire Dispatcher (16 Hours)
- Pennsylvania Certification as a EMS Dispatcher (16 Hours)
- Pennsylvania Certification as a Emergency Management Dispatcher (16 Hours)
- Pennsylvania Certification as a Front Line Supervisor (40 Hours)
- Must obtain Certification in Emergency Medical Dispatch (24 Hours)
- Must obtain Certification in Emergency Fire Dispatch (24 Hours)
- Certification in Cardiopulmonary Resuscitation (CPR)
- Must obtain NCIC/CLEAN Certification
- Must obtain NIMS Certification (IS100, IS200, IS700, IS800)

**Satisfactory completion of class work and associated examinations is prerequisite to continuing employment.

NECESSARY SPECIAL REQUIREMENTS:

- Ability to be available on a 24 hour basis and to carry a pager and/or cell phone to respond to emergencies as needed.
- Provides support to Emergency Operations Center under prescribed support role during activation of Emergency Operations Center.
- Must have use of a personal automobile and a valid Pennsylvania Driver’s license.
- Must agree to and pass a criminal background check.
- Must agree that the County may conduct periodic, unscheduled blood and/or urine tests for drug and/or alcohol screening.

