

SARASOTA COUNTY GOVERNMENT

CLASS SPECIFICATION



CLASS TITLE: 9-1-1 COORDINATOR

CLASS CODE: 31902

EEO Code: 02

FLSA: Exempt

W/C Code: 8810

Pay Grade: 10

MAJOR FUNCTION(S)

This is professional work providing leadership and direction for all activities associated with the design, implementation and operation of the countywide enhanced 9-1-1 system and its associated program. This position requires a high level of leadership, interpersonal skills, and technical skills.

TYPE OF DUTIES

- Responsible for the direction, supervision and coordination of all staff and contractor activities associated with the 9-1-1 system. This includes contract specifications, vendor performance, coordination of services between vendors in the daily maintenance, upgrading and support of all hardware and software connected to the 9-1-1 architecture inclusive of Computer Aided Dispatch (CAD), Public Service Answering Point (PSAP) and Call Answering Equipment and Telephone Network.
- Establish technical and operational policies and procedures.
- Develop and establish agency and 9-1-1 system performance benchmarks and institute performance measures and quality assurance.
- Ensure compliance and accountability with state, federal orders and rules with regard to 9-1-1.
- Develop long and short term planning to ensure 9-1-1 readiness to meet existing needs.
- Develop new methods to enhance/increase performance of 9-1-1 equipment and wireless systems and performance of assigned 9-1-1 staff.
- Create and manage the 9-1-1 annual budget. Establish a detail, tracking plan of expenditures.
- Direct and supervise 9-1-1 addressing requirements inclusive of the staff assigned to the Master Street Address Guide Program and 9-1-1 systems Geographical Information System.
- May serve as Senior Operations Chief in the Emergency Operations Center during emergency events or may perform duties of other ICS positions as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of County, State, and Federal laws, rules and regulations pertaining to communications systems and E911 emergency telephone systems.
- Knowledge of emergency communications principles, practices and procedures and equipment.

KNOWLEDGE, SKILLS, AND ABILITIES (continued...)

- Knowledge of personnel administration including dealing with human and labor relations, contract management, employment procedures, discipline and evaluation processes.
- Knowledge of data based computer software.
- Knowledge of business management concepts and practices.
- Knowledge of lingo in the telecommunications industry.
- Ability to communicate effectively, both orally and in writing.
- Ability to organize, plan and direct short and long range programs.
- Ability to develop, performance benchmarks and performance measures. Ability to monitor success and compare to industry and make recommendations for improving performance.
- Ability to initiate and install special programs or projects and evaluate their effectiveness.
- Ability to research telecommunications, data and telephone systems requirements, and proposals including formulating and evaluating alternatives.
- Ability to formulate policies and procedures.
- Ability to prepare budgets and monitor expenditures.
- Ability to maintain records, analyze problems and make recommendations.
- Ability to determine work priorities, assign work and insure proper completion of assigned work.
- Ability to evaluate activity center programs for budget approval, goals and performance.
- Ability to prepare clear and concise reports. Ability to make presentations to citizen, civic and governmental organizations.
- Ability to establish and maintain effective working relations and work with the public in an effective and courteous manner.

MINIMUM QUALIFICATIONS

A Bachelor's degree in Business Administration, Mass/Public Communications or Computer Technology from an accredited four-year college or university with two years experience performing at a 9-1-1 Executive Level or similar experience performing in the following areas: telephone networking, PSAP call answering equipment, CAD, and/or other support systems. Related work experience may substitute for the required degree.

APPROVED BY:

DATE:

James L. Ley, County Administrator

1/9/2001

History: 1/12/94