
CRAWFORD COUNTY ETSB (911 AUTHORITY)

POSITION TITLE: 911 COORDINATOR

REPORTS TO: Crawford County Emergency Telecommunication Systems Board (911 Authority)

GENERAL DESCRIPTION:

This is a Coordinator level position responsible for the monthly administration of many aspects of Crawford County's 911 Public Safety Answering Point (PSAP), providing public safety communications and dispatch services to law enforcement agencies, fire departments and EMS agencies. This position oversees and monitors all technical and fiscal management activities of the 911 PSAP and is responsible for coordinating any required administrative and maintenance of the programs and operations within this area. The nature of the work performed also requires that an employee in this position establish and maintain effective working relationships with the Crawford County Dispatch, Crawford County Sheriff's Office, and all Emergency First Responder personnel operating within the County, in addition to other departments, outside emergency agencies, and the public. Work is performed under the supervision of the Crawford County ETS Board (911 Authority).

ESSENTIAL DUTIES AND RESPONSIBILITIES: The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Operations and Planning:

- Ensures compliance with all applicable laws, rules, regulations, standards, policies, and procedures; initiates any actions necessary to correct deviations or violations.
- Maintains inventory of equipment and related supplies; ensures availability of adequate materials to conduct work activities; makes recommendations concerning purchase/upgrade of equipment and software; initiates requisitions for new/replacement materials
- Monitors PSAP equipment to ensure proper operations and maintenance; supervises and/or conducts maintenance and testing of equipment; identifies need for repair/replacement of equipment. Works with vendors to upgrade and enhance technical systems to maintain current technology and prepare for future upgrades.
- Consults with ETSB, public safety agencies, or other officials to review operations/activities, review/resolve problems, receive advice/direction, and provide recommendations; informs appropriate agencies and management personnel of unusual situations, major incidents, and other problems.
- Responds to questions or complaints related to communications equipment; research problems/complaints, reports findings to ETSB as warranted, and assists in initiating problem resolution as needed.
- Completes, prepares, processes, and/or files a variety of forms, logs, rosters, teletypes, legal documents, requests, reports, correspondence, and other documentation associated with the daily routine of the position; maintains files and administrative records.

- Notifies appropriate personnel, supervisors, and/or ETSB members of critical emergency situations, and/or problems with communications or other computer equipment.
- Attends relevant training courses as offered or required to maintain applicable certifications, remain informed of departmental operations, and to promote improved job performance.
- Attends monthly ETSB meetings and provides a monthly report of duties performed.
- Maintains a comprehensive, current knowledge of applicable laws/regulations; maintains an awareness of new technologies, procedures, trends, and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.
- Works to identify and secure funds and other assistance available through grants programs.
- Assists in planning ETSB meetings, providing agenda topics and support documentation.
- Assists in maintaining the county-wide 911 address system by ensuring new addresses are issued timely, accurately, and are properly maintained.
- Performs other specific duties as required, not limited to, but including:
 - Preparation of 911 reports, calculating the monthly statistics utilizing the ANI/ALI database, CAD records for landline and wireless 911 call: police, fire, & EMS for ETSB review.
 - Coordinating with the wireless carriers: Nextel, Verizon, Sprint, Cingular / AT&T, U.S. Cellular, T-Mobile, and Cellular One working to receive phase II wireless information.
 - Working with VOIP providers in the process of receiving accurate data through the 911 system.
 - Review and designate cell tower call routing to proper PSAP's when new tower sites are developed working with the addressing specialists.
 - Verify with CC Dispatch Supervisor for ETSB review that training for telecommunicators are receiving at least 12 CE hours a year to meet the EMD standards.
 - Coordinate with selected contract companies in troubleshooting and maintaining the E911 equipment to display proper data when received through the 911 phone trunks.
 - Responsibility and working knowledge of all 911 equipment located in the equipment room and throughout the PSAP, troubleshooting problems 24/7 365 days a year.
 - Working with the addressing specialists for accurate listing of all emergency service providers and boundaries for all police, fire, and ambulance personnel for efficient dispatching.
 - Complete and mail yearly call handling agreements between emergency services in our county and surrounding counties.
 - Complete Annual Report for the Illinois Commerce Commission and Attorney General's Office.
 - Verify for ETSB review with The CC Dispatch Supervisor, training for PSAP personnel in the utilization and operation of all 911 equipment, 911 phone system, ANI/ALI database software, radio systems, and call check recordings.
 - Respond to complaints, questions, and/or inquiries from the public pertaining to the 911 system equipment.
 - Coordinating with the County, City's personnel and 911 addressing specialist to keep accurate MSAG and GEO files for changes, updates, and deletions.

- Work with the CC Dispatch Supervisor to investigate and obtain grants for annual EMD & 911 training in order for all telecommunicators to maintain proper certification.
- Attend 911 meeting and any other meetings, conferences, and seminars related to 911 locally or national level.
- Serve as a technical advisor on communication network, project management and upgrading systems as technology progresses.
- Coordinate upgrades for all 911 software and hardware to computer systems and servers, preparing paperwork and investigating options for best solutions for an efficient operation.

Budgeting and Planning

- Monitors expenditures and maintains spending within established limits by the CC ETSB.
- Assists in preparation of proposed annual budget and other financial statements as needed, as well as information on large equipment purchases for ETSB and/or Crawford County Board approval.
- Work with vendors and contractors in obtaining quotes and contracts as warranted for proposed projects and required purchases.

Qualifications

- High school diploma or GED; supplemented by sufficient previous experience and/or training that includes public safety dispatching, Law enforcement, fire and emergency medical dispatching, radio communications, personal computer operations, and supervision; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
 - Experience with a public safety agency (Dispatch, Law Enforcement, Fire, EMS) is preferred but not required for application.
 - Valid Driver's License required.
 - Ability to work non-standard hours, be on call, coordinate and ensure services are operational on a continuous basis (24 x 7), and travel as necessary.
 - A maximum response time not to exceed 30 minutes under normal conditions (from residence to the PSAP).
 - No felony or misdemeanor convictions for crimes of moral turpitude, as well as successful completion of a background investigation, including but not limited to a criminal and driving history.
 - Successful completion of a drug screening.
 - Must be a legal citizen of the United States.

Salary - \$1000 paid per month totaling \$12000 per year

Crawford County is an equal opportunity employer and does not discriminate against otherwise qualified applicants on the basis of race, color, creed, religion, ancestry, age, sex, marital status, national origin, disability or handicap, or veteran status.