

WASHINGTON COUNTY
Job Description

JOB TITLE: 9-1-1 Deputy Coordinator

Exempt (Y/N): No

DEPARTMENT: 9-1-1 Operations

DATE PREPARED: August, 2007

SUPERVISOR: 9-1-1 Coordinator

SUMMARY:

The 9-1-1 Deputy Coordinator is responsible for assigning, updating, recording and distributing information regarding 9-1-1 addresses, street names, subdivisions, Emergency Service Boundaries including Auto Aid Areas, Annexations, school district boundaries, and voting precinct boundaries to proper agencies. The incumbent is required to digitally plot new streets and roads with proper addressing ranges and assign 9-1-1 addresses in the county and most small towns, notify proper agencies and the customer ensuring accurate data. Sends additional information to customers regarding 9-1-1 services and address standards. The incumbent is required to work closely with County Clerk and Assessors offices to maintain in a digital and paper format the boundaries of all political subdivisions, school districts and voting precincts in the county.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Assign and update 9-1-1 addresses. Record new addresses on digital maps and relational database. Field verify addresses as required.
2. Perform project management concerning GIS and 911 map updates
3. Plot new streets and address new subdivisions and work with cities to re-address annexed areas.
4. Update County Master Street Address Guide as required. Work with cities and postal service to avoid street name duplications and incorrect addresses.
5. Stay current with the planning and research principles and practices of GIS.
6. Must have comprehensive technical knowledge of GIS internal structure, maintenance procedures, customization of processes, understanding external interfaces, and knowledge of development trends in GIS mapping.
7. Know the principles and practices of cartography and automated mapping, map projections & coordinate systems, map projections and coordinate geometry.
8. Produce and print maps and/or database files for various city and county agencies and offices, school districts, utility companies and for customers as requested.
9. Educate and assist other departments with GIS data creation map-creation services.
10. Perform daily back up of all map files and databases.

11. Prepare correspondence to telephone companies, post offices, emergency response agencies, utility companies and customers.
12. Communicate directly with various emergency service agencies, county and city offices, utility companies and customers. Ensure that all activities are professionally and ethically performed in accordance and within the law to protect the individual rights of all citizens in Washington County.
13. Maintain open line of communication with County Judges office, PSAP's, Road Department to communicate road construction closings to emergency service providers and customers.
14. Assist the Public Works Coordinator by supervising the front desk when scheduled.
15. Assign and coordinate DEM intern projects based on each of the interns' schedules and abilities. Determine which projects have higher priority, and ensure those are completed first.
16. Assume duties of 9-1-1 Coordinator in his absence i.e. taking corrective measures to insure any outages are quickly repaired and coordinate that the public is made aware of potential long term outages and how to contact emergency service providers during the outage.
17. Perform special projects as assigned.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and must be able to work with minimal supervision. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUPERVISORY RESPONSIBILITIES:

None

EDUCATION and/or EXPERIENCE:

High School diploma or general education degree (GED); Equivalent to a Bachelor's degree in GIS, Geography, or a related field from an accredited college or university. Minimum of 2 years general office experience. Computer training in: basic computer training, Windows training, Access database training, Bentley Systems training including Microstation, S.D. Address, Geo Graphics, Geo Exchange, and Geo Coordinator, SBC MSAG Mail, Nu Metrics Distance Measuring Equipment, All ESRI products and Washington County Computer use policy for a combined total of approximately 300 hours.

OTHER SKILLS and ABILITIES:

The incumbent must possess computer skills, digitized mapping skills, and working knowledge of general office equipment. Must possess excellent communication and interpersonal relations skills as lines of communication between 9-1-1 Operations and emergency services providers and customers must be clearly defined to ensure that all procedures are understood. Must have same skills to communicate with other county department heads and elected officials on both city and

county level when needed. Must hold valid Arkansas drivers license with driving record that complies with Washington County Fleet Safety Program.

The 911 Deputy Coordinator will be on call 24/7 in the Directors absence.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk, hear, and use hands to finger, handle, or feel objects/controls. Occasionally, the employee is required to walk both in the office setting and in the field.

The employee must frequently lift and/or move up to 100 pounds.

Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally subjected to fumes or airborne particles. The noise level in the work environment is usually moderate.