

**Washington County**  
**DEM-911 Support Coordinator/Office Manager**  
**Job Description**

**Job Code:** 12  
**Exempt:** No  
**Department:** 911/DEM  
**Reports To:** Deputy Director DEM  
**Location:** County Administration Building  
**Date Prepared:** September 25, 2014  
**Date Revised:**

**GENERAL DESCRIPTION OF POSITION**

The OEM I 911 Support Coordinator provides general secretarial assistance and acts as receptionist for each department and answers the telephone for the departments. Ensure that all office functions are performed efficiently and in a professional and timely manner to maintain office continuity. The incumbent is essentially the 'gatekeeper' for the office as well as providing secretarial support. Initiate and install new ideas for efficient operations. Ensure that each situation is handled according to County, State and Federal policies and guidelines.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Greet individuals entering the offices, provide information, or direct them to the appropriate individual or to the appropriate departments. .
2. Answer telephones, direct phone calls to appropriate person, or take messages in a polite and efficient manner.
3. Resolve problems and deal with customers in a professional manner.
4. Perform secretarial duties which include word processing, data entry, photocopying, filing, prepare and send mailings/correspondence, open/distribute mail, FAX documents, billing records, and help in the building and maintenance of all databases. This function is based on department heads turning all necessary information in to complete task according to time schedule.
5. Maintain office files in an accurate and efficient manner.
6. Maintain office equipment in working condition. Call for service and/or repair, as required.
7. Receive, review, and follow-up on various reports/printouts, etc. Assist with Grant record keeping activities.
8. Maintain adequate supplies for the office. Obtain purchase orders as needed. Reorder as necessary.
9. Maintain calendars as required.
10. Copy and bind map books.
11. Create and send mailings to Fire Departments, LEPC and local PSAP's as required.

12. Prepare for quarterly Fire Association Meetings, which includes copying map book updates for appropriate destinations, creating agenda, update distribution funds worksheet, and sending notice of meeting two weeks prior to meeting date.
13. Prepare for LEPC Meetings, which includes sending notice of meetings two weeks prior to meeting date, create agenda, prepare packets of information to be discussed and update nametags.
14. Send out new address notifications to post offices, utility companies and owners. Create and send press releases.
15. Fill out and fax 911 tape request release forms. Fax and file 911 tape request release forms. Receive and give receipts for map book fees and collect address updates from cities.
16. Maintain current county-wide badging system for Emergency Management Department and coordinate with all emergency response agencies in Washington County. This includes state and local agencies.
17. Receives and file storm shelter applications.
18. Schedule custodial needs and facilitate building maintenance and maintain HUB System.
19. Maintain current roster of all rural fire department, RACES, WCUSAR, and MRC.
20. Conduct all liaison activities in a professional manner to ensure maximum cooperation between and among County and other agencies.
21. 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.
22. Ensure that all duties assigned are performed in an efficient and responsible manner according to office policy and procedures.
23. Keep an up-to-date working knowledge of the activities and actions of each department.
24. Take and transcribe minutes for the LEPC meeting and maintain update roster.
25. Perform any other related duties as required or assigned.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

### **EDUCATION AND EXPERIENCE**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 2 years related experience and/or training. Or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

Not indicated.

**MATHEMATICAL SKILLS**

Not indicated.

**CRITICAL THINKING SKILLS**

Not indicated.

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Intermediate: Alphanumeric Data Entry, Word Processing/Typing

Basic: 10-Key, Accounting, Contact Management, Spreadsheet

**INITIATIVE AND INGENUITY****SUPERVISION RECEIVED**

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

**PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

**DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

**MENTAL DEMAND**

Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

**ANALYTICAL ABILITY / PROBLEM SOLVING**

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

**RESPONSIBILITY FOR WORK OF OTHERS**

The level of direct supervisory responsibility for the assignment of job duties, training, leadership, guidance, needs of employees, hiring, terminating and/or direction of the effort of others. Scoring will depend upon the number and classification of people normally supervised or directed, and the scope of complexity of the operations involved in the supervisory responsibility. (Job classification which involves no supervision will not be assigned a point value for this factor.)

No supervision.

Supervises the following departments: Not indicated.

### **RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

### **ACCURACY**

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

#### **ANNUAL MONETARY IMPACT**

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

#### **IMPACT ON END RESULTS**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

### **PUBLIC CONTACT**

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

### **EMPLOYEE CONTACT**

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

### **USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

## **WORKING CONDITIONS**

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

## **ENVIRONMENTAL CONDITIONS**

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

The noise level in the work environment is usually moderate.

## **PHYSICAL ACTIVITIES**

The following physical activities 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 and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, talk or hear; occasionally required to stand, walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

### **Job Duties**

Proposed title Change- Office Manager

### **Medical Reserve Corps (MRC)**

- Schedules and facilitates monthly meetings
- Coordinates and attend volunteer member trainings (Incident Command System modules, First Responder, Ham Radio, CPR) and community events to provide first aid.
- Maintains volunteer contact information for workers' compensation
- Administrator for NACCHO Grants: Apply for the grant, create budget, acquired equipment and maintains inventory.
- Maintains multiple MRC grant budgets
- Promotes MRC with public speaking engagements and establishing community partners

Assist the 9-1-1 Director with the following:

- Reviews accuracy and completeness of 9-1-1 address applications

- Assigns official 9-1-1 addresses
- Edits ArcGIS software layers to reflect current data (addresses & storm shelter registry)
- Creates maps to client specifications (Johnson FD storm shelters, School Districts, Wal-Mart event map)
- Updates and maintains all 9-1-1 addressing documentation (paper, electronic, GIS database)
- Verifies addresses for the citizens, Washington County Planning Department, banks, title companies, as requested.

#### Emergency Management Performance Grant (EMPG)

- Completes quarterly reports of Emergency Management (EM) staff activities, required full-scale, tabletop, or functional exercises, and FEMA Incident Command System modules.
- Organizes invoices into EMPG approved structure and properly code to the Department of Homeland Security authorized equipment list specifications
- Obtains signatures, from OEM director and County Clerk, and then distributes final copy to the Arkansas Department of Emergency Management for approval, reimbursement, and official reporting.

#### Exercises (Full-Scales, Tabletop, Functional)

- Assists with exercise design including injects, PowerPoints, handout packets and maps.
- Assists in writing the required After Action Reports, which are submitted to the Arkansas Department of Emergency Management for approval.
- Coordinates the schedule for attendance of the exercise

#### Social Media

#### Database Management:

##### Administrator:

##### 1. Code RED

- Maintain internal notification contact list for all WC
- Maintain Code RED Weather Warnings for all WC offices and WC citizens
- Sends out quarterly notifications, using Code RED, to WC employees offices with emergency and/or non-emergency launch calls

##### 2. Web EOC

- This is an online communication platform for fire, police, emergency medical services and other public safety workers during a weather or large community event like Wal-Mart Shareholders
- Create and monitor the event and assign usernames and passwords to authorized partners.

## Finances:

- Processes 9-1-1& DEM monthly p-card statements in Sungard
- Processes 9-1-1& DEM monthly line item transactions
- Creates purchase orders
- Organizes filing system of all statements and invoices
- Handles monthly 9-1-1tax surcharge checks, around \$30,000 monthly, with County Treasurer

## General:

- Assists with intern management (monitor and assign daily work)
- Purchases office supplies as needed
- Assists with payroll and maintaining files
- Occasional public speaking engagements {Smart911, DEM, MRC}
- Attends and participates on various committees (Disability Emergency Planning Committee)
- Processes] annual ACT 883 grant applications for volunteer fire departments
- Retains contact information for all WC Fire Departments and their workers' compensation
- Assist Director with operation EOC Facilities during emergency/disaster and as needed