

Emergency Services Coordinator Tompkins County

Department: Department of Emergency Response
Classification: Competitive
Labor Grade: Management Grade 85
Approved: Year-end Leg. Reso. 2018-262 adopted 11/20/2018
Revised: 10/18/19
By: LG, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's Degree in Public Health, Environmental Health, Health Education, Health Science, Nursing, Emergency Management, Human Services, Criminal Justice or field related to emergency planning **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) experience planning, implementing, coordinating, organizing, supervising, or administering an emergency preparedness program or agency **OR** four years leadership experience as a first responder (EMS, emergency management, fire, law enforcement) or military leadership experience; **OR**
- (b) Graduation from a regionally accredited or New York State registered two-year college with an Associate's Degree (or possession of at least 60 college credit hours of study) in Public Health, Environmental Health, Health Education, Health Science, Nursing, Emergency Management, Human Services, Criminal Justice or field related to emergency planning **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience planning, implementing, coordinating, organizing, supervising, or administering an emergency preparedness program or agency **OR** six years leadership experience as a first responder (EMS, emergency management, fire, law enforcement) or military leadership experience; **OR**
- (c) Any combination of training and experience equal to or greater than that described in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

SPECIAL REQUIREMENT:

The applicant must possess a valid New York State driver's license at the time of application and maintain such license for the duration of employment.

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for assisting the Director and Deputy Director of the Department of Emergency Response in organizing, coordinating and administering a county-wide emergency response program that serves career and volunteer fire and ambulance agencies, public safety agencies and local governments. The incumbent assumes responsibilities as a Fire Coordinator and an Emergency Medical Services (EMS) Coordinator as delineated in the County, General Municipal, and Public Health Laws of New York State. The Coordinator will assist the Director and Deputy Director of the Department of Emergency Response in the preparation, distribution, instruction and implementation of all county emergency plans, including the comprehensive emergency management plan (CEMP), hazardous materials plans, and site-specific planning documents. The Coordinator shall oversee the development, maintenance and implementation of the County's Fire & Emergency Medical Services Mutual Aid Plan and coordinate responder training and the development of response plans through the county's fire and emergency medical service providers. The Coordinator is integrally involved in the management of the county's radio communications infrastructure and is responsible for the development and administration of interoperable radio communications programs, policies, and practices within the county and with regionally connected emergency communications systems. This position will coordinate efforts for training exercises and incidents involving all disciplines within emergency services (fire/ems/law enforcement). The Coordinator provides direct assistance to fire chiefs and law enforcement commanders at sites of emergency situations when needed, including providing specialized equipment and coordinating mutual aid as required. As a result, extensive travel is required. Considerable interpersonal skills are needed to instruct, advise, plan and coordinate intergroup cooperation. Internal contacts are across department or agencies within the jurisdiction and require the development and implementation of policy, programs projects and issues requiring inter-agency cooperation. External contacts can be with high-level officials and administrators and involve important issues of policy. The Coordinator is responsible for the performance of all administrative tasks associated with the emergency service program, such as agency budgeting, scheduling shifts, maintenance communication contract administration, equipment inventory and report writing. The Coordinator works under the general supervision of the Deputy or Director of the Department of Emergency Response and enjoys considerable autonomy. The incumbent may supervise the work of subordinate

personnel as assigned, including instructors, evaluators and specialized team members. The Coordinator will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Evaluates, prepares, coordinates and provides advice on emergency response plans, departmental projects, and training initiatives consistent with federal, state, and local laws, regulations, standards, and policies, including General Municipal Law Sections 204 & 209, Part 800 of the Public Health Law, and local plans and ordinances;
- Prepares and supervises the preparation of a variety of response statistics, data, plans, designs, charts, records, maps and reports, including performance indicators for departmental and response programs, and analysis of demographics, response trends, emergency incidences and other community parameters;
- Oversees the development, implementation and administrations of land mobile radio and mobile data communications as these relate to intra-county response and inter-connectivity with adjacent counties and regions for the purposes of mutual aid, disaster relief and routine response;
- Is the County's primary point of contact for the development, coordination and delivery of training, certification and continuing educational programs and initiatives for fire and emergency medical services responders and additional emergency management partner agencies as assigned by the Director or Deputy Director;
- Has responsibility for the establishment, promotion, coordination and maintenance of county-wide volunteer fire and EMS recruiting activities, in cooperation with public safety agencies, community partners and authorities having jurisdiction;
- Coordinates and represents the county with service medical directors, quality assurance committees, educational institutions, and state and regional EMS authorities in the development, inculcation and review of various protocols and practices, including emergency medical dispatching procedures;
- Oversees responder compliance activities related to the National Incident Management System (NIMS), Incident Command Systems (ICS) and the Federal Communications Commission (FCC);
- Responsible for the integration of fire and emergency medical response within the CEMP structure;
- Has responsibility for administering county emergency services including updating the County Fire & EMS Mutual Aid Plan and planning fire and EMS response;
- Supports the county emergency dispatching service program, including scheduling staff and assigning shifts, training new personnel;
- Prepares emergency services program budget as assigned;
- Travels extensively to respond to working alarms and emergencies, and provides specialized equipment and assistance as needed;
- Maintains inventory of county emergency service equipment;
- Assists in communication planning of county departments and other agencies in preparing written requests and specifications for radio and equipment needs;
- Organizes, conducts, supervises and administers county-wide Fire Training Program and conducts and assists in Emergency Medical Technician Training programs.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of firefighting principles, practices, methods, techniques and equipment;
- Thorough knowledge of the operation of and regulations governing emergency service communication system equipment;
- Thorough knowledge of fire, building and alarm codes;
- Thorough knowledge of applicable State and local laws, rules and regulations governing mutual aid, disaster preparedness, disaster assistance, fire training, fire inspection, building codes, and emergency response and rescue operations;
- Thorough knowledge of principles and practices of organizing and conducting a fire training program;
- Good knowledge of disaster control methods;
- Good knowledge of principles and practices of emergency service program administration;
- Ability to plan, schedule and supervise the work of others;
- Ability to prepare program budget;
- Ability to operate a wide variety of emergency service tools and equipment requiring a high level of precision and dexterity;
- Ability to express ideas clearly and effectively, both orally and in writing;
- Ability to prepare reports and records;
- Ability to maintain inventory of equipment;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

Physical:

The employee must be able to sit for extended periods of time within a standard eight-hour work day. Other types of physical effort are minimal, except for the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen or otherwise be able to accurately manage and manipulate information, using computer software and hardware systems, with or without reasonable accommodations. As a result, this position requires considerable visual effort. The employee's ability to hear and communicate (verbal or written) must be adequate to enable them to understand and carry out detailed instructions. The employee must possess the knowledge and ability needed to utilize a variety of office equipment, including computer systems, inclusive of necessary software and operating systems, with or without reasonable accommodations. Repetitive hand/finger movements are associated with the execution of the tasks delegated to this role. The employee must have the physical ability to manipulate a computer keyboard and other types of office equipment requiring moderate precision, manual dexterity, and operating knowledge/skill or otherwise demonstrate the ability to meet the requirements of the job. The risk of personal injury is minimal.

Mental:

Mental factors include the ability to multitask and prioritize. The employee will need the aptitude to understand emergency preparedness. The employee must possess a solid intellect and a good memory. It is necessary for an employee to keep track of details. He or she must have the ability to concentrate and make logical and informed decisions. This work involves moderate demands of an unpredictable work volume, frequent interruptions, regular changes in work priority and the occasional rush order to deadline conflict.

Environmental:

Environmental factors include the ability to work closely and cooperatively in close physical proximity with others. There is some travel and networking outside of the office environment. The work generally results in minimal exposure to disagreeable conditions. The employee may occasionally work alone. Approximately 50% of the work is performed indoors in a temperature-controlled environment and the other 50% would be in a training environment. Excessive heat, cold, humidity, noise, etc., could be considered moderately disagreeable factors of this job.

Originally created 08/23/2018

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