

E911 PROGRAM SPECIALIST Tompkins County

Department: Department of Emergency Response

Classification: Competitive

Labor Grade: 8

Approved: 0

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered college or university with a bachelors degree; **OR**
- (b) Graduation from a regionally accredited or New York State registered two-year college or university with an associates degree in business, secretarial science or closely related field **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) clerical experience in an office setting which involved typing using a typewriter or word processor, or personal computer; **OR**
- (c) Graduation from high school or possession of a high school equivalency diploma **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) clerical experience in an office setting which involved typing using a typewriter or word processor, or personal computer; **OR**
- (d) Any combination of training and experience equal to or greater than that specified in (a), (b) and (c) above.

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

DISTINGUISHING FEATURES OF THE CLASS:

An employee in this class is responsible for a wide variety of unique senior level clerical duties and data analysis. The incumbent is responsible for checking the integrity of address and telephone information and for transferring this information from a variety of operating systems and formats into the E911 Database using specialized computer software. An E911 Program Specialist maintains the E911 Master Street Address Guide for Tompkins County, information on the location of fire and security alarm systems, Personal Emergency Response Alarms, Ithaca City Fire Department box alarms, and Knox Box alarms that report to Tompkins County Central Dispatch. He or she receives and records emergency contact information, daycare provider information and locations and all Visiting Nurse Service customers for all of Tompkins County. The incumbent will perform front-desk duties in the absence of regular staff. The E911 Program Specialist exercises moderate autonomy while working under the direct supervision of the Communications Systems Manager. Supervision of others is not normally a function of this class. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Records, seeks and updates emergency contact information , maintains databases of property contacts and receives, reviews and records site specific emergency response plans and hazards for fixed facilities and special needs populations;
- Transfers telephone number and address information from other operating systems and formats into an E911 database;
- Receives, checks and records pertinent data into the E911 database utilizing a specialized computer software package specifically designed for computer aided dispatch (CAD);

- Maintains the E911 Master Street Address Guide for Tompkins County;
- Maintains records and location information for fire and security alarm systems, Personal Emergency Response Alarms, Ithaca City Fire Department Box Alarms and Knox Box alarms that report to Tompkins County Central Dispatch;
- Receives and reviews emergency contact information and records such information for all of Tompkins County;
- Receives and records the location of all daycare providers;
- Receives and records the location of all Visiting Nurse Service and similar services clients;
- Receives concerns/complaints from the public and refers callers to the proper individuals or agencies for response;
- Receives questions from agencies or individuals regarding fire districts, addressing and other issues and either answers the question or forwards it to another agency for resolution;
- Recommends and guides the development and application of E911 records management practices for colleges, alarm companies, utility companies, the public, municipalities and any other business or agency looking for such guidance;
- Assists the Computer System Administrator with various functions;
- Assists the public, fire, police and other county agencies in locating recorded data by conducting searches of the E911 Database;
- Corrects discrepancies discovered in previous E911 records;
- Prepares routine correspondence and answers telephone requests on various E911 database concerns;
- Maintains necessary manual and electronic files for the E911 Dispatch Center;
- Provides mapping and other E911 information to municipal officials, county departments and other agencies;
- Performs clerical administrative functions as necessary;
- Answers the telephone, meets and greets customers, provides routine information or forwards calls and questions to appropriate individuals;
- Produces statistical and analytical reports from in-house databases for use in emergency planning and in support of departmental operations;
- Assists in the development and implementation of emergency management functions;
- Maintains SARA Title III Hazardous materials report;
- Annually updates Local Emergency Plans for Fixed Title III Facilities;
- Through the GIS system, maps critical location information for use in emergency response and hazardous materials planning;
- Serves as the department's Safety Officer, attends safety meetings and maintains the files relevant to this duty;
- Distributes and maintains building entrance keys utilizing the Win-Pak software package;
- Assists with building safety and security functions.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the geography, landmarks and facilities of Tompkins County;
- Good knowledge of the various County offices, roads and agencies;
- Good knowledge of computer hardware systems;
- Good knowledge of GIS mapping and database management software;
- Good knowledge of the principles, practices and techniques of database management;
- Working knowledge of emergency management principles and emergency planning;
- Working knowledge of the EPA and Community Right-to-Know provisions;
- Working knowledge of EMS, Fire and law enforcement terms;
- Working knowledge of an E911 system;
- Working knowledge of alarm systems;
- Good communication skills;
- Analytical ability and the capability to utilize a personal computer and databases to generate specific reports;
- Ability to type accurately at an acceptable rate of speed;
- Ability to meet deadlines;
- Ability to maintain confidentiality;
- Ability to work independently;
- Ability to make independent judgments;
- Ability to deal effectively with the public;
- Initiative, tact, resourcefulness, and reliability are required personal characteristics;
- The employee's physical condition shall be commensurate with the demands of the position.