EMERGENCY SERVICES PROGRAM COORDINATOR

Spec No. 4077

BASIC FUNCTION

The primary duties of this position are in overall support of the County's enhanced 911 emergency communications program. Responsibilities include performing a variety of technical duties such as interpreting maps and address information for proper assignment of emergency responders and 911 call routing, entry and modification of data base information, and a variety of related duties.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Analyze and interpret maps, address ledgers and other technical data and assign response code for routing of 911 emergency telephone calls and display of emergency service providers.

2. Investigates inquiries of incorrect call routing, address display, or assignment of emergency service provider information.

3. Implements required corrections and coordinates computer data base information.

4. Reviews address information reports from County and cities for possible data base modification and implements required changes.

5. Provides full range of administrative support as required.

STATEMENT OF OTHER JOB DUTIES

6. Creates charts, graphs, statistical documents and reports.

7. Attends meetings with/for program manager to record proceedings, process and distribute as necessary.

8. May serve in absence of the Emergency Services Program Manager.

9. Performs related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED with office procedure training, AND three (3) years of progressively responsible experience; OR any equivalent combination of education and/or experience. Experience that includes responsible work in implementation of addressing protocols and knowledge of emergency call operations is desirable. Must pass job related tests.

SPECIAL REQUIREMENTS

A valid State of Washington Driver's License is required for employment.

KNOWLEDGE AND ABILITIES

Knowledge of:

- organization, structure and functions of county public safety emergency service providers and call operations;
- county geography and addressing systems;
- research methods and techniques;
- compute technology including spread sheet, word processing and data base software.

Ability to:

- operate a personal computer and software packages;
- interpret directives and use initiative and sound judgment in applying same to the work situation;
- plan and conduct a variety of research projects;
- gather, analyze and interpret a variety of data including maps and legal descriptions;
- exercise good judgment as to when to act independently and when to refer situations to a higher authority;
- maintain the confidentiality of information;
- establish and maintain effective work relationships with elected officials, department heads, associates, and the general public.

SUPERVISION

The employee receives limited supervision from the Emergency Services Program Manager. The work is carried out independently in accordance with instruction and reviewed through periodic meetings and status reports.

WORKING CONDITIONS

The majority of the work is performed in the usual office environment; daily focus on computer screen for 2+ hours at a time; constant to daily precise control of fingers and hand movements. Occasional field trips for meetings or address verification purposes are required.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.
EEO policy and ADA notice

Class Established: October 1999
Revised: August 2014
EEO Category: 2 - Paraprofessionals
Pay Grade: 239 - Classified Pay Plan
Workers Comp: 5306 Non-Hazardous