



**JOB TITLE:** Emergency Management & E-911 Coordinator

**FLSA STATUS:** Non -Exempt

**DEPARTMENT:** County Administration

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**SUMMARY OF JOB PURPOSE**

Under the direct supervision of the County Administrator for the coordination of county emergency management services and E-911 services, and in conjunction with the Sheriff, responsible for the daily operation of the County's E-911 Communications Center. Responsibilities under the direction of the Sheriff include, but are not limited to, coordinating communications center employee schedules and overseeing the day to day operation of the E-911 Center and serving as a dispatcher when needed.

The Emergency Management & E-911 Coordinator is responsible for the County's Emergency Operations Plan, Local Capability for Readiness Assessment, Hazardous Materials Plan, and Threat Assessments, etc. The Coordinator acts as liaison between local government, volunteer fire departments, volunteer rescue squad, local law enforcement, and numerous other state and federal agencies. Coordinate GIS, mapping, CAD, and 911 addressing. The Coordinator will attend and/or provide various trainings, meetings, and workshops as required by the County Administrator and outside agencies. The Coordinator will be responsible for working with agencies to acquire grant funding for the emergency services departments and operations. The Coordinator will be available to respond to all emergency calls when required and coordinate with the Emergency Management Director to ensure the County has coverage in times of absence.

**JOB CONTENT**

**Emergency Management**

Coordinate and conduct various training programs for communications, emergency services, and county personnel. Operate various types of communications equipment. Investigate complaints about the public safety delivery process and takes steps to correct the problem. Attend meetings and perform general duties and administrative tasks. Maintain an open line of communications with Divisions, Departments and other agencies. Act as primary contact regarding the reporting and management of emergency services grant funding. Coordinate response for hazardous material incidents and disasters within the county, act as primary contact with clean up companies and all others with regard to hazardous material issues. Maintain files and is responsible for SARA Title 3 reporting of local industries. Develop and prepare the annual budget for the Public Safety Communication Department for the E-911 and Emergency Services program; analyze and review budgetary and financial data; prepare documentation for true-up and other reporting. Make subject matter presentations before various groups. Work to resolve problems or conflicts between multiple emergency services agencies. Provide monthly reports to the County Administrator and/ or the Bland County Board of Supervisors. Provide accurate information, records and statistics per FOIA.

## **E-911 Duties**

Maintain the E-911 addressing database, including addresses, data entry and make necessary updates and corrections in collaboration with the Building Official. Maintain the Master Street Address Guide (MSAG); advise affected agencies (i.e., post office, Telco's, utilities, etc.) of changes; coordinate the MSAG, GIS and CAD interface. Insure communications and specialized equipment are functioning properly and takes steps to insure continuous service to the public until the problem can be fixed. Work in concert with the Sheriff's Office, under an MOU, to manage dispatch personnel, oversee communication center and complete special projects. Maintain road signage program in collaboration with the County Maintenance Department. Perform any other duties designated by the County Administrator not specifically described in the job description.

## **EDUCATION / KNOWLEDGE / ACCEPTABLE EXPERIENCE**

Any combination equivalent to: associate's or bachelor's degree in communication or emergency services related fields; or a minimum of five (5) years of experience in related field. Knowledge of procedures, expectations, and culture of public safety communications systems, E911 systems, computer-aided dispatch system, geographic files and MSAG (Master Street Address Guide) budget preparation, implementation and control, principles and practices of management of applicable laws, codes, regulations, policies and procedures, appropriate skill in computers, mapping software (ArcGis 9), CAD systems and other telecommunications equipment, comprehensive knowledge of local emergency plans, procedures, and community resources, along with adequate oral, listening, and written communication skills, and the ability to work independently and as a team.

*Last Revised: December 3, 2015*