



Communications Coordinator 911 Communications

911/11-764

JOB SUMMARY

This position is responsible for the coordination of a variety of administrative, staff recruitment, and communications functions.

MAJOR DUTIES

1. Manages the department's hiring process; schedules appointments with county agencies and industry partners to advance the hiring process; ensures that candidates meet qualifying benchmarks before moving forward.
2. Processes the department payroll.
3. Maintains fixed asset inventory for the department.
4. Manages uniform inventory; recommends purchases and updates the uniform directive.
5. Conducts new-hire orientation and issues departmental items.
6. Provides equipment replacements for all Center staff.
7. Processes invoices for payment and tracks expenditures; inputs product requisitions into database and tracks purchase order deliveries and subsequent billing and payment.
8. Maintains 911 website and social media accounts.
9. Provides support to the administrative staff and provides assistance to Center employees as needed.
10. Performs the duties of a Communications Officer as needed.
11. Serves as the department's Document Retention Coordinator.
12. Prepares correspondence and email.
13. Provides secretarial support to the 911 Communications Board, the Communications Management staff, and for other meetings.
14. Maintains the digital phone database.
15. Assists in the administration of NCIC/GCIC certification and recertification processes; ensures compliance with all NCIC/GCIC rules and regulations; coordinates the GCIC audit.
16. Conducts Center tours for professional and community groups.
17. Completes special projects as assigned.
18. Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of county payroll processes and procedures.
2. Knowledge of asset management principles.
3. Knowledge of purchasing policies and procedures.
4. Knowledge of general accounting principles.
5. Knowledge of emergency communications principles and practices.
6. Knowledge of document retention guidelines.
7. Knowledge of NCIC/GCIC rules and regulations.
8. Knowledge of modern office practices and procedures.
9. Knowledge of computers and job-related software programs.
10. Skill in public and interpersonal relations.
11. Skill in the use of fax machine, scanner, copy machine and other office equipment.
12. Skill in oral and written communication.
13. Ability to perform the duties of a Communications Officer.

SUPERVISORY CONTROLS

The Assistant Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include Fayette County Policy and Procedure Manual; Fayette County 911 Administrative Directives; Fayette County Loss Prevention Manual; Association of Public-Safety Communications Officials (APCO) Training Officer (CTO) Course Manual; APCO Guidecards for Emergency Medical Dispatch, Fire Services, and Law Enforcement Communications; GCIC and NCIC policies and rules; accreditation standards; FCC regulations. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related administrative duties. Frequent interruptions and the need to multi-task contribute to the complexity of the position.
- The purpose of this position is to coordinate administrative, staff recruitment, and communications functions for the Communications Center. Success in this position contributes to the efficiency and effectiveness of Center operations.

CONTACTS

- Contacts are typically with co-workers, members of the general public, representatives of public safety agencies., vendors, job applicants, and members of the general public.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light and heavy objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

SPECIAL CERTIFICATIONS AND LICENSES

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Successful completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment and every three (3) years thereafter. Successful completion of the State of Georgia mandated Basic Communications Officer/APCO PST1 training within six (6) months of employment. Successful completion of Georgia Crime Information Center (GCIC) Criminal Justice Information System (CJIS) Network Operator training within sixty (60) days of employment and every two (2) years thereafter. Successful completion of Security Awareness certification. APCO Emergency Medical Dispatch (EMD) certification, Fire Services Communications (FSC) certification, Law Enforcement Communications (LEC) certification, National Incident Management System (NIMS) 100, 700, 200, 800 certifications. American Heart Association CPR certification.

ADA COMPLIANCE

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post-accident, and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute, or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for three years.
- Must be at least 18 years of age.
- Must have a high school diploma or equivalent.
- Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.
- All military experience must be documented on a DD214 with honorable discharge.
- Must be a U.S. citizen.
- Must be able to pass a background investigation and pre-employment testing.