Title:	**Coordinator: 911 Databases**

GENERAL SUMMARY

Primary function of the job is to coordinate and maintain the County's critical databases and systems within Central Dispatch, including Automatic Number Identification (ANI), Automatic Location Information (ALI), Computer Aided Dispatch (CAD), and other related systems. Employees in this job have no formal supervisory role, however, work as part of a team and are responsible for ensuring that the team meets its objectives.

Employees must meet the minimum requirements, conditions of employment, and be able to perform successfully all essential duties and responsibilities with or without reasonable accommodations. Central Dispatch is a 24 hour operation, and, therefore, this position may require irregular hours. May also be required to work on-call in an emergency.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Updates and maintains Computer Aided Dispatch (CAD) files to ensure synchronization with Automatic Number Information (ANI) and Automatic Location Information (ALI) call information received in the Central Dispatch Center; investigates and resolves related issues.
- Coordinates activities with CAD software vendors to insure accuracy and acceptability of information provided to various integrated systems.
- Coordinates the maintenance, inventory management, and programming of radio communications systems.
- Maintains Master Street Address Guide (MSAG) information.
- Assigns and maintains Emergency Service Numbers (ESN).
- Coordinates audits of the MSAG and ALI systems to ensure accuracy of information.
- Ensures the accuracy of GIS and MSAG address information, jurisdictional boundaries, street centerline information, street names, street ranges, community names, and/or other applicable information.
- Maintains maps for digitizing into CAD (Computer-Aided Dispatch) in cooperation with the Equalization/GIS (Geographic Information Systems) department.
- Receives and processes new street names created in subdivisions of land for entry into applicable databases.
- Coordinates with wireless carriers and competitive local exchange carriers to ensure correct trunking and default ESN assignments and obtain maps of cell sites and sectors or coverage areas.
- Prepares a variety of statistical reports and disseminates to appropriate jurisdictions.
- As directed - Participates in/on a variety of meetings, committees, and/or other related groups in order to receive and convey information.
- Sorts, files, and maintains materials and filing systems (paper, computer or imaging), retrieves file materials, and keeps a record of file movement.
- Responds to customer requests and investigates improper call routing.
- Other duties as assigned.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- High School Diploma or G.E.D. supplemented by advanced college coursework in data processing or related field.
- Two to four years of directly related experience.
- A combination of education and experience may substitute if there is demonstrated knowledge, ability and

skills to perform the work.

CERTIFICATIONS, LICENSES (minimum requirements)

- Certifications in using ArcGIS

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include, but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

This job requires evaluating the relevance and importance of theories, concepts, and principles to develop different approaches or tactical plans to fit specific circumstances. Guidelines may exist, but are flexible and open to considerable interpretation. Independent judgment, personal discretion, and resourcefulness are needed to interpret and apply guidelines. Errors at this level could lead to the loss of life or major harm or life impairment. Position will require travel by the employee in employee's own vehicle.

Compared to the Emergency Telecommunicator classification, primary duties do not involve the answering of 911 calls. Work primarily focuses on database administration, requiring data management knowledge and experience. Compared to the Dispatch Supervisor, has no supervisory responsibilities.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Knowledge related to the department or function, and general County operation and organization
- Ability to detect errors, determine causes, and make corrections as appropriate
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners and telephones
- Knowledge of the application of procedures to data processing equipment to produce reports for use in control, analysis and planning
- Proficient in the use of modern communications equipment, including multi-line phones, radios, and other dispatch equipment
- Skill in use of personal computer software, including advanced spreadsheet development and word processing
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Ability to remain calm in stressful situations and to manipulate calls when necessary to gain essential

information
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Skilled in researching and resolving complex problems in order to ensure compliance
- Ability to consistently demonstrate sound ethics and judgment
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to maintain the confidentiality of information and professional boundaries
- Ability to use County resources effectively and efficiently

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- Updates and maintains Computer Aided Dispatch (CAD) files to ensure synchronization with Automatic Number Information (ANI) and Automatic Location Information (ALI) call information received in the Central Dispatch Center; investigates and resolves related software issues.
- Coordinates activities with CAD software vendors to insure accuracy and acceptability of information provided to the records interface platform.
- Maintains Master Street Address Guide (MASG) information.
- Assigns and maintains Emergency Service Numbers (ESN).
- Coordinates audits of the MSAG and ALI systems to ensure accuracy of information.
- Coordinates and validates information within the warrant entry system and LEIN entry processing.
- Ensures the accuracy of GIS and MSAG address information, jurisdictional boundaries, street centerline information, street names, street ranges, community names, and/or other applicable information.
- Maintains maps for digitizing into CAD (Computer-Aided Dispatch) in cooperation with the GIS (Geographic Information Systems) department.
- Receives and processes new street names created in subdivisions of land for entry into applicable databases.
- Coordinates with wireless carriers and competitive local exchange carriers to ensure correct trunking and default ESN assignments and obtain maps of cell sites and sectors or coverage areas.
- Prepares a variety of statistical reports and disseminates to appropriate jurisdictions.
- Participates in/on a variety of meetings, committees, and/or other related groups in order to receive and convey information.
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