

## **GENESEE COUNTY**

### **COMMUNICATIONS COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The responsibilities of this class involve supervisory activities of the County dispatch function and coordination of communications services available to and provided by the County, local municipalities and volunteer emergency service organizations, such as volunteer fire and ambulance. All related responsibilities for planning, implementing, equipping, staffing and maintaining radio and microwave communication services maintained or supported by the County of Genesee will fall within the responsibility of the Communications Coordinator. The duties of this position may require that the incumbent accept assignments on all of the various work shifts to which communications or emergency services personnel are assigned. Incumbent reports directly to the Sergeant assigned to Communications. Does related work, as required.

### **TYPICAL WORK ACTIVITIES:**

Supervises County Dispatch personnel activities to include developing, recommending and implementing rules, regulations, standard operating procedures, performance evaluation and corrective counseling, and scheduling for efficient dispatching;

Oversee day-to-day dispatching operations;

Arranges for training of communications personnel;

Develops files, records and reports that document dispatching activity;

Occasionally performs the duties of a dispatcher within the Genesee County Communications Center during the scheduled absence of regular dispatchers;

Plan for present and future radio and related communication needs of the County;

Oversee implementation of approved communications systems;

Evaluate and coordinate existing communication services of police agencies, fire agencies, highway agencies, ambulance services and inter-governmental communications services and make necessary recommendations;

Maintains an up-to-date inventory of all communication equipment;

Meets with representatives of other agencies as functions interface with those of the communications center;

Ensures compliance with the Federal Communications Commission rules, regulations and licensing requirements;

Integrates services to assure maximum communication efficiency among the various departments and agencies using radio and/or microwave communications;

Resolves and answers complaints from agency or departmental organizations and the public concerning transmitted communications;

Drafts, implements and enforces rules, regulations and standard operating procedures regarding communications systems and their use;

Oversees and repairs technical programming of communications equipment.

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The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND/OR PERSONAL**

**CHARACTERISTICS:** A good knowledge of the operations and capabilities of communications equipment, including a fundamental understanding of the mechanical and electronic operation of such equipment; a good knowledge of the Federal Communications Commissions' rules and regulations as they apply to communications within the County of Genesee; a good knowledge of the geography of the County of Genesee and of emergency services within the County; ability to plan, assign, supervise and evaluate the work of subordinate personnel; ability to work with all agencies presently operating radio communication equipment for the provision of emergency, police, medical, fire, highway and human services; ability to prepare and maintain accurate records and reports; ability to carry out oral and written instructions; ability to write legibly, possess good hearing and enunciate clearly and concisely; ability to field and resolve complaints of others; ability to operate computer, including word processing and other software programs; printer, answering machine, tape recorder, calculator, telephone, copy machine and fax machine, police radio, and a variety of firearms.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

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**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an appropriate equivalency diploma recognized by the New York State Department of Education, **AND EITHER:**

A. Two years of full-time paid experience dispatching in a public safety communications center;

**OR:**

B. Four years of full-time, paid experience in a public safety position which includes the use of radio communication equipment on a daily basis.

**NOTE:** Part-time paid experience as indicated in A or B above will be considered on a pro-rata basis.

### **SPECIAL REQUIREMENT FOR APPOINTMENT AND CONTINUED EMPLOYMENT:**

Possession of a valid New York State Driver's license at the time of appointment, and maintenance of such license throughout the tenure of employment in the position.

Competitive Class

Adopted 5/23/88

Revised 5/7/99

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.