



Cayuga County Department of Human Resources and Civil Service Commission

JOB SPECIFICATION

Civil Service Title: **911 Administrator**
Jurisdictional Class: Unclassified (Approved NYSCSC 12/11/06)
Civil Division: 911
Adoption: CSM 10/12/05
Revised: CSM 4/11/07

DISTINGUISHING FEATURES OF THE CLASS:

The 911 Administrator is an administrative position in the field of public safety with responsibility for coordinating and monitoring the efforts of Cayuga County and participating local governments in the continuing development and operation of a centralized emergency communication system. By dialing the 911 telephone number, the system allows any County resident, who needs emergency assistance, access to the appropriate emergency service (police, fire, ambulance, etc.) for their locale. The 911 Administrator's work involves presenting technical findings, program evaluations and procedures, and budget requests to the County Legislature, and also presenting the program benefits to local municipalities and the general public. This employee works under the general direction of the Chair of the Cayuga County Board of Legislators or his/her designee. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Coordinates the recommendations made by county and local government agencies, staff, and outside vendors for the installation and operation and maintenance of the system;
Supervises the implementation of operating procedures for the 911 System;
Prepares verbal and written reports requested by the Legislature and cooperates with local government bodies concerning the program;
Prepares the annual operating and capital budget requests for the 911 System;
Assists in resolution of problems that develop between the public users and 911 operations;
Prepares information about the program for public dissemination;
Promotes and coordinates cooperation among the user agencies;
Supervises the maintenance of the Center's Databases, including insertions, deletions, corrections and modifications;
Oversees maintenance of telecommunications equipment and directly related accessories necessary to process 911 telephone calls;
Prepares service contracts for legislative review and monitors them for compliance and performance;
Interfaces with the City of Auburn and local town, planning and zoning boards, as required, to maintain the established residence and business address system;
Coordinates with franchise telephone companies and telecommunications equipment vendors to ensure continuity of service;
Cooperates with local, state, and county police, fire, and EMS departments and agencies to establish and maintain correct boundary information used to develop Emergency Service Zones;
Interfaces with local and regional USPS offices to coordinate and maintain address systems;
Maintains a file of road names and number ranges, along with community name and emergency service zone boundary information;
Develops system failure and back-up plans to mitigate the effects of a total or partial system failure;
Coordinates the training of public safety telecommunicators/dispatchers relative to the operation of 911 telecommunications equipment and familiarization of associated systems;

Analyzes the use of the 911 system and conducts public education programs in schools, civil, and community centers, and other media outlets to promote the proper use of the 911 system;
Coordinates the development of long range plans for improvement of the 911 system;
Assists the County in negotiations between system users administrations in conflicts related to the operation of the ECC;
Supervises all personnel under his/her command;
Develops and recommends staffing levels and structure;
Administers personnel functions including hiring, scheduling, performance evaluations, counseling, and discipline;
Actively participates in the receiving of emergency calls and dispatching emergency calls when the need arises.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of the principles and practices of public administration as they relate to organizational planning, purchasing, and budget preparation and control;
Good knowledge of the telecommunication operating methods and services provided by local police, fire, and emergency medical service agencies including receiving and dispatching emergency calls;
Working knowledge of the communication procedures and equipment used by police, fire, and emergency medical service agencies;
Working knowledge of the use of software for computerized dispatching;
Ability to work with and secure cooperation from government and public safety officials;
Ability to prepare clear and concise narrative and verbal reports;
Ability to plan and coordinate a 911 Emergency program;
Ability to handle personnel issues and application of labor agreements.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in telecommunications management, telecommunications, emergency medical service, public administration, business administration, or a closely related field and three years of experience in an administrative position with responsibility for organizational planning, budget preparation and control, one year of which shall have been in a supervisory capacity; OR
- (B) Graduation from a regionally accredited or New York State registered two-year college with an Associate's degree in one of the areas mentioned in (A) and five years of experience as indicated in (A), one year of which shall have been in a supervisory capacity; OR
- (C) Graduation from high school or possession of a high school equivalency diploma and 7 years of experience as indicated in (A), one year of which shall have been in a supervisory capacity.

NOTE: Volunteer experience will be accepted to meet the experience criteria (A), (B), and (C) on a prorated basis as follows:

- 6 years of volunteer experience may be substituted for 3 years of paid experience in (A)
- 10 years of volunteer experience may be substituted for 5 years of paid experience in (B)
- 14 years of volunteer experience may be substituted for 7 years of paid experience in (C)

(Note: All volunteer experience must be verified by written confirmation from the candidate's fire department that states that member was in good standing in a Volunteer Fire Company or Department duly organized under the laws of NYS.)