

911 SPECIALIST

MAJOR FUNCTION

This is an entry level technical position responsible for providing accurate address information to Marion County citizens and also supplying this information to the 9-1-1 Database to facilitate emergency public safety response. The person in this position is able to perform general office tasks, read maps, address structures, interface with over 30 telephone companies, and visit the Public Safety Answering Points (PSAPs) regularly to retrieve the 9-1-1 daily printouts and other 9-1-1 data. Must be able to explain the Marion County Enhanced 9-1-1 System, Quadrant Addressing System, all applicable county ordinances and the county permitting system to all internal and external customers with a high degree of professionalism and expertise.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Answers phone, directs calls, and greets visitors, providing members of the general public with accurate explanations of the E9-1-1 System, Public Safety Information, Telephone Companies' procedures for 9-1-1 addressing, and the county's addressing ordinance. Looks up addresses for phone inquiries adhering to the rules put forth by The State Confidentiality Act Chapter 119 Section 07 and FS 365.171.
- Operates a personal computer in a networked environment, using countywide, as well as department specific software. Operates printers and copiers for reproduction of plats, address notifications, and other documents.
- Picks up printouts of daily 9-1-1 calls and Public Safety Answering Point (PSAP) 9-1-1 Problem Forms weekly. Delivers printer paper, magnetic tapes, and printer ribbons or headsets to each Public Safety Answering Point (PSAP) as needed. Delivers 9-1-1 promotional information as needed.
- Pre-addresses plats when necessary for contractor and addressing requirements. Learns the location of over 6,000 maps used by the department. Performs map grid operations. Reads and interprets aerial, property ownership maps, recorded plat maps, unrecorded plat maps and all other maps as needed.
- Makes any and all changes to the department's property ownership, plat maps, and aerial addressing maps when necessary. Retrieves and files maps, address notification letters and other items on a daily basis.
- Types and mails outgoing correspondence for every address application processed, including writing address letters for each new address, verification of address, temporary address, and change of address.
- Keeps counts of outgoing correspondence sent to contractors and public for qualitative and quantitative analysis purposes.

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- Keeps 9-1-1 information counts for quantitative analysis for State agency, local agency and other county inquiries. Counts consist of PSAP 9-1-1 call volume by land line, wireless, coin, and privately owned coin telephones, by manual or electronic means. Reports to the Director as requested.
- Learns, uses, and understands the confidentiality of the In-House 9-1-1 Database computer.
- Interfaces with a minimum of thirty different telephone companies. Interfaces with customer, Building and Zoning departments to resolve permitting issues. Interfaces with all of Marion's community postal officials, including its cities' offices.
- Maintains the accuracy of the permitting system's addressing database, ensuring all valid and assigned addresses have correct connectivity to a valid and active parcel number. When parcel numbers are split, combined, or deactivated, the address records are researched, updated and connected to the correct parcel number when investigating permits.
- Processes all associated forms necessary for an address or street name change to ensure correct information to public safety responders.
- Completes CD Plus permitting sign off. Notes permits requiring a 9-1-1 departmental sign off with appropriate requirements for posting and access rules, depending on location, type of structure, etc.
- Processes quadrant, street, stop, and other sign requests as initiated by public safety representatives, field investigation or citizen inquiry.
- Investigates and decides if address changes are required and implements same when addressing problems are encountered.
- Drives to locations throughout the county to perform on-site inspections and evaluate field conditions in accordance with the county's addressing ordinance with regard to map book accuracy and structure access by emergency vehicles and other vehicular traffic.
- Reads and plots legal descriptions using deeds, mortgages, Property Appraiser's files, and surveyor documents. Performs ownership history and deed research.
- Performs data entry into the Permitting System to ensure that each permit for each structure, requiring 9-1-1 address issuance, is connected to the correct Address Reference Number (ARN) and parcel. Includes notifying other departments when this information has been entered incorrectly and processed as such. Completes data entry for the addresses in the CD Plus Computer System and performs permitting system sign off.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

SECONDARY FUNCTIONS

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- Required to drive a county sedan and four-wheel-drive vehicle (4WD).
- Aid in researching project specific data.
- Obtain basic ArcView knowledge.
- Make change and process receipts for map sales and other public copies.
- Forward information to update addresses with the Property Appraiser's Office for records conformance.
- Fill in for other employees during lunch and absences.
- Attend meetings and seminars as directed.
- Required to cross train in all essential functions of 9-1-1 Addressing Specialist II, III, and Systems Specialist.
- Performs other duties as assigned.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

SUPERVISION

This position has no supervisory responsibility.

EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience

High school diploma or general education degree (GED); or one year related experience and training; or equivalent combination of education and experience.

Licenses

Possession of a valid Florida Divers License.

Certifications

Required to become certified as a 9-1-1 Addressing Specialist I within twelve months of hire.

JOB SKILLS

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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, governmental regulation and legal documents.
- Ability to write reports and business correspondence.
- Ability to effectively present information and respond to questions and complaints from managers, clients, customers and the general public.

Mathematical Skills

- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Problem Solving Abilities

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret various of instructions furnished in written, oral, diagram, or schedule form.
- Interprets complex and detailed technical data.
- May make recommendations in the development of policy, programs, plans, or procedures.
- Evaluates manual work process to determine most effective methods as essential tasks.

Specialized Skills and Abilities

- Ability to interact with members of the public in a tactful courteous manner.
- Ability to read maps and interpret deeds, legal descriptions, aerial and property survey maps.
- Knowledge of the County's Addressing Ordinance 87-10 and requirements for Address Applications and site plans.
- Ability to organize and prioritize tasks and meet multiple deadlines and work with limited supervision.

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- Knowledge of general office practices and procedures.
- Possession of a high degree of accuracy and ability to write legibly.
- Ability to adapt to new assignments and procedures.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment

This employee will be required to operate a computer and its related hardware and software (network and department specific), calculator, telephone, fax machine, mobile telephone, copy machine, telephone device for the deaf (TDD), Vesta 9-1-1 operating position, payphone, basic architectural tools and other general office equipment in the completion of the tasks of the position, as well as drive a county vehicle, in some circumstances, a 4WD.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will occasionally be required to climb or balance; will regularly be required to stand, walk, stoop, kneel, crouch, crawl, and to lift up to 50 pounds; and frequently to sit; and will frequently be required to use hands to finger, handle or feel, reach with hands and arms and talk or hear, and listen. Special vision requirements are close and distance, color, and peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The employee will occasionally be exposed outdoor weather conditions. The noise level for this work environment is moderate.

Established: 11/99

Pay Grade: 7

Job Description Number: 3002

Category: 3

Status: NE

Revised: 10/2006