

911 SPECIALIST

MAJOR FUNCTION

This is a journeyman technical position responsible for the Marion County 9-1-1 System which involves the 9-1-1 Database content, testing of the 9-1-1 system, private multi-line telephone systems, 9-1-1 problem resolution, plat map review and serving as an informational focal point for Emergency Service Function Two (ESF2) whenever the Marion County Emergency Operations Center (EOC) is activated. The person in this position is able to exhibit all the skills of the 9-1-1 Addressing Specialist I and II positions 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.

- Performs all the duties of a 9-1-1 Addressing Specialist I when necessary.
- Performs planned unit development (plat) review. This involves gridding of the plat map, naming roads and pre-addressing. If plat map review is satisfactory, signs off on CDPlus System. If review is not satisfactory, identifies problems.
- Deals directly with contractor or developer to process plats. Obtains an overall conceptual map of new area. Determines the road names and implements them. If the current building phase contradicts the conceptual plan, contacts all parties involved, meets with them, facilitates a solution and implements. Pre-addresses the subdivision if necessary.
- Researches all parcel splits to ensure correct house numbering, addressing and mapping information. Ensures all changes and updates are entered into the E9-1-1 System and properly maintained by the correct telephone companies. Transfers data from pre-addressed map to the computer.
- Performs 9-1-1 test calls from the office and field to ensure telephone company (TELCO) adherence to the State 9-1-1 Plan as well as Master Street Address Guide (MSAG) accuracy regarding emergency service numbers (ESNs). Summarizes findings and reports.
- When 9-1-1 problems arise, makes 9-1-1 test calls to ascertain extent of problem and to help troubleshoot the failures.
- Performs Telephone Device for the Deaf (TDD) test calls from the field and from the office to each Public Safety Answering Point (PSAP) to determine their call taker proficiency and help train them. Compiles reports of results. Performs test calls from coin telephones to ensure compliance with the Public Service Commission (PSC) rules and the State 9-1-1 Plan. Reports results.
- Coordinates Major Address Changes with all involved parties. Researches addressing problem areas using TELCO records, postal service records, and Property Appraiser's records. Writes explanation letter to customers in the affected area. Attends public meetings and explains county's reason for change and answers all questions.

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- When implementing a major address change, coordinates every aspect of the change with the sign shop and other city or county officials to ensure that the customer's address information, road signs (in the field) and 9-1-1 Database information all change at the same time to avoid public safety response problems when an effected customer calls for emergency help.
- Maintains open lines of communication with Marion County's five municipalities to answer all addressing and 9-1-1 questions. Plots and maps annexations and resolutions from municipal officials and adjusts 9-1-1 Database for correct emergency call routing.
- Updates department maps due to annexations, vacated property and other land changes.
- Orders promotional items based on budgetary allowances. Maintains an inventory of these items and ensures that adequate numbers are on hand for use for promotional talks, county Citizens Academy, and many other public safety expositions and displays.
- Immediately investigates any 9-1-1 problem with customers, telephone companies, PSAPs, 9-1-1 database and all other entities. Determines the solution and implements, giving direction to the customer, telephone companies and PSAPs. After solution is implemented, performs follow-up quality control testing with all concerned parties (including 9-1-1 test calls), ensuring successful resolution. Completes 9-1-1 trouble report and distributes according to policy.
- Aids the Public Safety Answering Points (PSAPs) when they have technical problems. Intercedes for the PSAPs with the telephone companies to expedite problem solving. Acts as a resource to the PSAPs when there are 9-1-1 equipment problems with equipment not maintained by the telephone company. Trains PSAP personnel in the use of the Telephone Device for the Deaf (TDD).
- Keeps informed of all Multi Line Telephone Systems (MLTSs) and Private Branch Exchanges (PBXs) in use in Marion County. Advises the owners of the problems these systems have, including not identifying the caller's location.
- Periodically sends letters and literature to owners of MLTSs and PBXs that recommend educational and procedural strategies to mitigate the problems public safety has with locating callers using these systems. Researches and stays informed of upcoming issues and legislative changes involving MLTS and PBX Systems in regards to 9-1-1.
- Assists with annual inventory of all 9-1-1 equipment at the Marion County Sheriffs' Office and Ocala Police Department as well as the 9-1-1 System Support Department, accompanying the Inventory Administrator and the Inventory Clerk from the Clerk of Courts Office to conduct a physical item-by-item validation of every item on the official inventory.
- Acts as the department 24-hour on-call person for a one-week period when turn on the rotation roster comes up. Acts and speaks for the department when the PSAP calls the department after hours for assistance due to equipment problems, facility problems, or difficulty in dealing with any of the 30 plus telephone companies that service Marion County.

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- When in "on-call" status, contacts telephone company in question to facilitate maintenance repair, obtain caller data to aid in an emergency response, and provide the PSAP with in-depth advice involving every aspect of wireline and wireless telephony. On occasion, travels to the PSAP to supply them with headsets, printer paper, and other common supplies necessary for their operation.
- If a facility outage occurs involving a large number of county citizens, the on-call person contacts the telephone company in question to find out how long the outage will last and advises the PSAP of the protocol in place for informing the public. Acts as Marion County's single point of contact for Sprint and the PSAPs until the failure is repaired.
- Represents the department whenever the County Emergency Management Director activates the Emergency Operations Center (EOC). Mans the Emergency Support Function Two (ESF2) station, which is communications, at the EOC and stands ready to provide communications and communication advice to the Director. Rotates duties according to the department's EOC manning roster on a 24-hour basis. If the disaster is extensive must stand ready to substitute for roster personnel not able to travel to the EOC.
- In support of EOC duties, maintains up-to-date Standing Operating Procedure (SOP) containing current information and communication data regarding the more than 30 telephone companies operating in the County, and adjacent county communication officials.
- Maintains the EOC "ready box" in good repair for use by the ESF 2 personnel. This box contains SOPs, wireless telephones and other equipment as deemed necessary for use in support of ESF 2.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

SECONDARY FUNCTIONS

- Required to drive a county sedan and four-wheel-drive vehicle (4WD).
- Aids in researching project specific data.
- Attends Development Review Committee (DRC) meetings if necessary. Attends meetings and seminars as directed.
- Performs computer inquiries and research as requested.
- Retrieves files, paperwork, materials and/or supplies from other locations.
- Maintains working knowledge of all department software, including Windows operating system, CDPlus, Groupwise, Internet Explorer, ArcView and the In-House Database.
- Fill in for other employees during lunch and absences.
- Required to cross train in all essential functions of 9-1-1 Addressing Specialist III and Systems Specialist.

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- Performs related work as directed.

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) with Associate's Degree preferred; two years experience in the 9-1-1 addressing function; demonstrated proficiency in the 9-1-1 Addressing Specialist I and II tasks; or equivalent combination of education and experience.

Licenses

Possession of a valid Florida Driver License.

Certifications

Required to become certified as a 9-1-1 Addressing Specialist I and II. Required to become certified as an Emergency Operations Center Representative.

JOB SKILLS

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, legal documents, professional journals, technical procedures, and governmental regulations.
- Ability to write reports and business correspondence.
- Ability to write articles or correspondence for a broad audience of a semi-technical nature.
- Ability to speak clear and concise English.
- Ability to effectively present information and respond to questions about documents from clients, customers, and the general public.

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- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

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 interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Interprets complex and detailed technical data.
- Ability to solve practical problems and deal with several abstract and concrete variables.
- Provides input for development of interdepartmental policy, programs, plans, or procedures.
- Evaluates manual work processes to determine most effective methods of accomplishing essential tasks.
- Ability to recognize patterns of usual or unusual occurrences for problem resolution in 9-1-1 system data and call flow issues.
- Functions independently in matters of specialized codes, rules, policies, or analyses.

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 and requirements for Address Applications and site plans.
- Knowledge of general office practices and procedures. Knowledge of terminology, practices, and techniques used in the 9-1-1 System Support Department.
- Possession of a high degree of accuracy and ability to write legibly.
- Ability to adapt to new assignments and procedures.
- Ability to read, interpret, decipher and map legal descriptions, deeds, aerial, property survey maps, and various property maps and to communicate that information to the public in

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layman's terms in oral and written form.

- Ability to organize and prioritize tasks and meet multiple deadlines. Ability to work independently and productively.
- Knowledge of Telephone Device for the Deaf (TDD) and 9-1-1 test call procedures.
- Ability to use all mapping and drafting tools and research complicated legal descriptions.
- Ability to work with the general public on complicated mapping and addressing and/or public safety and/or telephone company (TELCO) issues.
- 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, Vesta 9-1-1 operating position, mobile telephone, copy machine, TDD, 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 stand, climb or balance; will regularly be required to 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: 9

Job Description Number: 3005

Category: 3

Status: NE

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