



## POSITION OPENING

**POSTING DATE:** July 21, 2017

**DEPARTMENT:** Emergency Telephone System Board

**POSITION TITLE:** Coordinator

**HOURS:** 40 Hours / Week , Occasional Overtime Required

**SALARY:** \$45,000 - \$60,000 / Annual Depending upon Qualifications

**STATUS:** Exempt

**APPLICATION DEADLINE:** August 31, 2017

**Interested candidates should submit a letter of interest, current resume' and the names and contact information of three professional references to:**

**Tazewell County ETSB  
Attn: Coordinator Position  
101 S. Capitol Street  
Pekin, Illinois 61554**



## Job Description

**Job Title:** Coordinator  
**Department:** Emergency Telephone System Board  
**Reports to:** Chair / Vice Chair  
**Status:** Exempt

**SUMMARY:** *This is a management level position, which oversees the daily administration and operation of the Tazewell County Emergency Telephone System Board (ETSB) and the Tazewell County Enhanced 9-1-1 System and its related equipment.*

*Works with the;*

- 1) ETSB to implement and maintain goals and objectives,
- 2) Public Safety Answering Points (PSAP) to assure an efficient and affective 9-1-1 system,
- 3) Emergency services agencies of the County to meet their needs,
- 4) Public to educate and inform the citizens about the 9-1-1 system.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** The duties and responsibilities is not a comprehensive listing of all the duties and responsibilities performed by positions in this class, other job duties may arise in the function of this position that are not listed.

This position shall;

Prepare and maintain the official records of the ETSB.

Attend ETSB meetings, special meetings, and Committee meetings when scheduled. Issue meeting notices, insure that all meetings are posted in conformance with the Illinois Open Meetings Act, take and distribute minutes of meetings and performs other tasks as assigned.

Serve as a liaison between the ETSB and elected/appointed officials whose agencies rely on the Tazewell County 9-1-1 System.

Coordinate public awareness and public relation activities to include programs and presentations about the Enhanced 9-1-1 System. Coordinate and conduct educational programs for schoolchildren or school districts within Tazewell County.

Serve as point of contact for the news media; prepare news releases as directed.

Draft annual budget with the assistance and guidance of the ETSB Chairperson and/or ETSB Treasurer, monitor cash flow, and advise the ETSB on budgetary impacts. Consult with the Tazewell County Treasurer's Office and Tazewell County Finance Office regarding financial matters including audits and the reporting of fixed assets.

Ensure that the ETSB functions within budget appropriations.

Maintain an inventory system of all ETSB owned equipment. Keep up-to-date manuals for ETSB equipment.

Negotiate, monitor and manage ETSB contracts and purchases as directed pursuant to the purchasing ordinances of Tazewell County.

Maintain relationship with outside vendors and assures compliance within contracts.

Work with the Tazewell County's State's Attorney Office on legal matters when necessary.

Propose, draft, and negotiate as directed, amendments to PSAP agreements and any other agreements associated with the ETSB.

Receive and processes all billing for payment including invoicing when applicable.

Maintain ETSB Standard Operating Guidelines (SOGs) Manual. Draft SOGs and polices for review by the associated committees and/or ETSB.

Maintain accurate listing of emergency service providers and emergency service number (ESN) boundaries, including all police, fire and emergency medical service (EMS) providers, providing updates to all PSAPs.

Maintain accurate listing of contact persons, addresses, and phone numbers for each police, fire, and emergency medical service (EMS) provider.

Coordinate training classes, and as necessary, register attendees to training classes.

Attend 9-1-1 conferences as directed.

Coordinate the travel for ETSB employees and/or ETSB Board members.

Maintain, update and/or modify the Master Street Addressing Guide (MSAG) as required for the operation of the 9-1-1 system. Work with appropriate officials concerning street addressing issues.

Maintain, update and/or modify CAD response maps, working in conjunction with the Tazewell County GIS office to ensure accuracy.

Receive and respond to Freedom of Information Act (FOIA) requests with the review and approval of the ETSB Chairperson and Tazewell County State's Attorney Office.

Receive reports of equipment problems from the PSAPs. Coordinate the timely resolution of those problems. Make repair call-out decisions, with consent of Technical Committee Chairperson. Respond to PSAP in the event of an emergency or serious problem.

Test PSAP equipment and coordinate the repair of ETSB owned equipment after consulting with ETSB Technical Chairperson. Perform periodic random testing of the 9-1-1 system, including call overflow, throughout the County.

Work with wireless carriers on wireless 9-1-1 testing. Reviews coverage maps and makes recommendation on wireless 9-1-1 routing for wireless carriers. Perform wireless 9-1-1 test calls to test Phase 2 wireless to ensure location identification at the PSAP.

Report to the ETSB any problems, issues, or other matters pertinent to the Board.

Act as the ETSB's liaison with the telephone companies, Illinois State Police, each participating governmental agency, emergency services providers, equipment maintenance contractors, neighboring 9-1-1 systems and the public.

Receive complaints, questions, and/or inquiries from the public and relays to ETSB Chairperson for appropriate response.

Perform periodic review to determine that agencies serving as PSAPs remain in compliance with the criteria and standards of operating as established by the ETSB.

Assist in evacuation and relocations of all the Public Safety Answering Points moves whether scheduled or during emergency situations.

Remain current in new trends of emergency communications and 9-1-1.

Maintain 9-1-1 statistical data information from all PSAPs.

Coordinate and/or conduct training for PSAP personnel in the utilization and operation of ETSB equipment.

Attend meetings of affiliate associations or entities as directed, i.e., Illinois-NENA, Illinois-APCO, Illinois Commerce Commission, AT&T User Group, Tazewell Area Communication Managers; to represent the Tazewell County ETSB, keep up-to-date on matters and legislation affecting the ETSB, and keep the ETSB apprised of such matters.

Must be able to work various hours, be on call 24/7 and respond immediately to system emergencies. Must return telephone calls, emails, and text messages in a timely manner.

Order office and PSAP supplies as needed or directed. Organize and maintain the efficiency of ETSB work areas and PSAP equipment rooms.

### **EDUCATION, EXPERIENCE AND OTHER JOB REQUIREMENTS:**

Bachelor's degree in communications related field and/or five years related experience in 9-1-1 telecommunications.

Ability to use independent judgment in problem solving with minimal supervision, yet recognizing limitations of authority and responsibilities.

Must have comprehensive knowledge of computer use including demonstrated skills in MS office software, including MS Word, MS Excel, MS PowerPoint, MS Access, and office applications.

Basic understanding of electronics and telecommunication systems including mapping and GIS systems.

Knowledge of new and current communication technologies including NG 9-1-1.

Knowledge of management concepts.

Knowledge of office operations, equipment, and practices.

Good written and verbal communication skills.

Ability to analyze problems with multiple variables and present solutions to the problem.

Ability to comprehend geographical locations/relationships.

Must have good public relation skills due to the exceedingly high amount of contact with the public, board members, department heads, and outside agencies.

Ability to perform tasks without direct daily supervision.

Valid driver's license.

Must have no felony convictions and submit to criminal history background check conducted by Tazewell County Sheriff's Office.

Must adhere to all rules, regulations, and guidelines in place for employees of Tazewell County as well as the laws set forth in the Illinois Revised Statutes.

### **PHYSICAL REQUIREMENTS:**

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

Hearing and speaking ability sufficient to carry on a conversation with another individual (or groups of individuals) in person and over the telephone. Capacity to comprehend and analyze detailed information and technical data.

Visual ability sufficient to read and produce printed material and information displayed on a computer screen.

Ability to sit for periods of time, reaching, fingering, grasping, feeling, writing and repetitive motions.

Exerts up to 20 pounds of force occasionally and/or a negligible amount of force constantly to lift, carry, push, pull or otherwise move objects with the human body.

Must have the mental and physical capabilities to perform the essential functions of the position with or without reasonable accommodation.

The Employee may be exposed to outdoor weather conditions.