

DIRECTOR OF PROGRAM DEVELOPMENT I (E911 SYSTEM)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision, an incumbent of this class is responsible for the development, implementation and ongoing support of the enhanced 911 Emergency Communications System in the County. Coordination and liaison with municipal governmental and emergency services agencies is a critical responsibility associated with the operation of the Enhanced 911 Emergency System. The incumbent is responsible for the overall functional management of the county-wide E911 system including its procedural, physical and municipal components throughout the county. In addition, the incumbent serves as a focal point for multiple outside vendors responsible for proper 911 functionality at PSAPs (Public Service Access Points). Supervision may be exercised over a small number of professional and/or clerical personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Develops, implements and maintains the effective operation of the county-wide E911 system in support of municipalities throughout Westchester County.

Coordinates with police and fire agencies at all PSAPs in Westchester County to ensure the effective operations and procedures are in place;

Oversees a county-based communications system for responding to emergencies, ensuring compliance with Federal Communications Commission rules and regulations;

Ensures compliance with National Emergency Number Association (NENA) operating standards and maintains ongoing membership in the organization to maintain currency with best practices.

Prepares and presents reports on program operations, issues and effectiveness throughout the year;

Implements the 911 portion of all moves at PSAPS in Westchester County;

Assists with the formulation of policies and procedures and ensures County and Municipality compliance with same;

Reviews and responds to service complaints received from police/fire/EMS agencies or from the public, implementing changes for improvements as necessary;

Responsible for updating the MSAG (Master Street Address Guide) and ensuring its accuracy, addressing all discrepancies and taking timely proper measures for correcting same;

Assists with the management of the Outbound Emergency Calling System which provides households and subscribers with emergency and informational messaging according to Homeland Security standards and recommendations;

Participates in county wide Emergency Operations activities as relates to the 911 communications system;

Approves payments and collections of 911 bills and surcharge collections from vendors;

EXAMPLES OF WORK (Illustrative Only) (Cont'd)

Prepares grant applications to federal and state agencies to obtain available funds for program development;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of emergency communication standards and practices; thorough knowledge of all codes and regulations related to radio and other communication procedures; good knowledge of the principles and techniques of electronic communications; good knowledge of various types of electronic communication equipment; good knowledge of the laws, rules, regulations, policies and procedures necessary to operate an emergency communications center; good knowledge of the County's emergency service providers and related service territories; good knowledge of the equipment used in providing emergency communications services; good knowledge of telephony and computer terminology and concepts; ability to write and maintain standard operating procedures for effective emergency communications; ability to establish and maintain effective working relationships; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; ability to remain calm in the face of emergencies; tact; patience; resourcefulness; sound judgment, physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either (a) a Bachelor's degree* and four years of experience in emergency services which involved the use and/or operation of 911 emergency dispatching services, or; (b) an Associate's degree and six years of experience as described in (a).

SUBSTITUTION: Satisfactory completion of 30 college credits* may be substituted on a year for year basis for up to four years of the required work experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Possess and maintain a valid New York State Driver's license while in the title.