

Elmore County Emergency Communications District

8917 U S Hwy 231
Suite 600
Wetumpka, AL 36092
(334) 567-0911 Administration



JOB DESCRIPTION

9-1-1 Technician

Reports To: Director
Updated: August 10, 2023

Summary

Assists the Director and other staff with administrative and technical tasks as assigned.

ESSENTIAL JOB FUNCTIONS

The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The organization retains the right to modify or change the duties or essential functions of the job at any time.

- Coordinates and provides administrative and technical support for the 9-1-1 Director. Works with and provides assistance to administrative personnel and fellow staff members.
- Provides administrative support to management staff with routine tasks such as screening telephone calls, mail, and other communications and initiates appropriate actions/responses; records, dictation, types, composes, edits, or proofreads correspondence on behalf of management staff; records and/or transcribes correspondence, statements, minutes, or other information; keep management informed of significant matters, messages, documentation, and other information.
- Coordinates arrangements for various meetings; notifies participants of scheduled meetings; prepares meeting notices, agendas, and meeting packets; coordinates room reservations, and equipment required for meetings; attends meetings; records and/or transcribes meeting minutes; distributes documentation; maintains records.
- Performs customer service functions in person, by telephone, or by mail; provides information or assistance regarding department/division services, activities, forms, procedures, fees, or other issues; receives and/or disseminates forms/documentation; responds to routine questions/complaints, research problems, and initiates problem resolution; refers complaints/problems to appropriate personnel.
- Processes documentation pertaining to purchasing and accounts payable; obtains price quotes for potential purchases; prepares purchase orders and enters purchasing data into the computer; reviews invoices, purchase orders, or other documents for accuracy; research discrepancies, assigns proper accounting/budgetary codes, obtains proper signatures, and forwards for payment; maintains files and records.
- Performs general/clerical tasks, which may include making copies, sending/receiving faxes, filing documentation, processing incoming/outgoing mail, delivering documentation to other offices, or running errands.
- Provides assistance or backup coverage to other employees or departments as needed. Performs other related duties as required.
- Operates GPS equipment for reference and address information.
- Investigates and answers questions submitted to the Elmore County 9-1-1 Administrative Office relating to addresses, roads, and maps.
- Will support and help maintain all computer hardware, software, and communications equipment and provide desktop support.
- Follows written and verbal instructions.
- Assist the Executive Director with ensuring all PSAPs meet State and Local training requirements

Elmore County Emergency Communications District Job Description: 9-1-1 Technician

- Perform any other duties as assigned by the Executive Director

MINIMUM QUALIFICATIONS

- Must be at least 18 years of age.
- Must have obtained a high school diploma or equivalent.
- Must be able to read maps & have general knowledge of Elmore County (landmarks, streets, businesses, addressing schemes, etc.)
- Typing skills: 35 words per minute, minimum
- Minimum of two (2) years' experience working with public safety communications systems including CAD, 9-1-1, radio, digital loggers, etc.
- Must be of strong moral and ethical character and have no convictions of felony crime.
- Must possess a valid driver's license.
- Must be willing to be "on-call" at all times.
- Strong analytical and logical problem-solving skills.
- Must be proficient in the English language including the proper usage, spelling, punctuation, and grammar.
- Must be proficient in Microsoft Office, including Microsoft Word, Outlook, Excel, and PowerPoint.

Must be able to successfully pass a thorough background investigation, psychological exam, medical exam, and medical/drug screenings.

PHYSICAL/MENTAL REQUIREMENTS

- Must be articulate and comfortable speaking in front of others.
- Must be able to sit at a desk or console for extended periods of time.
- Frequently required to talk, hear, stand, and walk.
- Must be able to occasionally lift and/or move up to 25 pounds.
- Must be able to work in excess of continuous 8 hours when required.
- Must be able to work under stressful situations, have good cognitive skills, maintain work accuracy, and the ability to concentrate on more than one task at a time.
- Must have the ability to read and discern visual images on a variety of media with 20/20 corrected vision.
- Must hear speech out of both ears in the normal range of 30 dB at 500 to 2000 Hz range.
- Must be able to speak and communicate clearly over telephones and radios.
- Must be in sound physical health as determined by a certified licensed physician with no evidence of the use of controlled substances.

TRAINING REQUIRED

Upon hire, the 9-1-1 Technician will participate in certification training. Detailed classroom training will meet agency, local, state, and federal requirements. The 9-1-1 Director will also begin a six-month probation period upon hire.

Within six months of the hire date, the 9-1-1 Technician is expected to possess the following certifications:

- CPR/AED (Cardio Pulmonary Resuscitation/Automated External Defibrillator)
- NENA (National Emergency Number Association) TCC
- NIMS (National Incident Management System)
- NCMEC (National Center for Missing & Exploited Children)
- NCIC (National Crime Information Center)
- XL Radio Programming & Operation (MAYT-ASN6X)

Elmore County Emergency Communications District
Job Description: 9-1-1 Technician

- P25 System Overview (YTSN4F-A)
- User Equipment Operator Training (YTSP7R-B)

Employees are expected to maintain all certifications listed above and any others which may be required.

The preceding statements are illustrative of the functions of the job and Elmore County Emergency Communications District retains the right to modify or change the duties or essential functions of the job at any time.