

ALPENA COUNTY

EMERGENCY SERVICES COORDINATOR

Status: Exempt, Salary position

This position is considered to be exempt and is paid on a salaried basis. This salary reflects the reasonable expectations of the hours normally required to perform this position. (40 hours per week)

General Summary

Under the supervision of the County Executive Manager with general direction from the County Commissioners, directs an emergency dispatch center responsible for dispatching all police, fire and EMS services within the County. Responsible for the maintenance of all communications and other equipment and the coordination and integration of systems including telephone, computer and radio interfaces. Responsible for all administrative functions of the department including financial and personnel management, preparation and administration of the budget, policy and new program development. Also directs and coordinates the response to large scale emergencies and disasters that occur in the county including natural, technological, nuclear, and civil defense hazards. Develops, implements, and communicates plans for emergencies. Updates emergency response plans and provides training to emergency workers.

Essential Functions:

AS CENTRAL DISPATCH DIRECTOR:

1. As director of a department of emergency telecommunications, personnel, is responsible for interviewing job candidates, administering employment tests, conducting background checks and making hiring decisions. Responsible for scheduling, assigning work, timekeeping, reviewing and evaluating performance, disciplinary actions and other employee relations issues.
2. Coordinates and oversees the orientation, on-going training and certification of dispatch staff and develops training programs to address changing procedures and technology.
3. Develops dispatch policies and procedures and presents all policy matters to the Board of Commissioners or their appropriate Advisory Committees. Works with system users such as police, fire and EMS to review, monitor and modify policies and procedures as necessary. Ensures that procedures comply with local and state regulations.
4. Oversees the operation and maintenance of communications and other equipment

- and ensures compliance with FCC regulations. Ensures that all equipment is properly operated and maintained.
5. Drafts and presents the departmental budget to the County Board of Commissioners. Approves expenditures as authorized and monitors expenditures to ensure they are within budgetary guidelines. Develops long-range financial and capital plans.
 6. Implements plans for improving capabilities through technology upgrades.
 7. Represents emergency dispatch to citizens, civic groups, other governmental entities and others to explain departmental operations and services and to respond to inquiries and concerns.
 8. Responds to complaints regarding dispatch operations, may include discussing with the complainant, listening to tape, reviewing the incidents, discussing with staff, and responding to and resolving complaint.
 9. Coordinates services with emergency service agencies. Works closely with representatives of such agencies to ensure their needs are met and their concerns are addressed. Works toward standardization of communications equipment and procedures to improve emergency communications.
 10. Develops and oversees recordkeeping systems of calls, complaints and other matters.
 11. Oversees maintenance of the Master Street Address Guide. Ensures that all residential properties and business locations in the County have current addresses in the system, address corrections are made, and that all roads within the County are properly identified.
 12. Performs the functions of the Telecommunications staff during crisis situations or during staff shortage.

AS EMERGENCY PROGRAM MANAGER:

13. Coordinates emergency planning efforts with the federal and state government, local political jurisdictions within the county, and the private and volunteer sector. Ensures local emergency plans are coordinated, compatible, and meet state and federal regulations. Reviews and authenticates disaster contingency plans and emergency procedures.
14. Develops and updates the county emergency operations plan and necessary support plans which involves specifying and working with agencies and departments included in the plan to detail functions they will perform in emergency situations, and to ensure effective integration of all emergency

management functions. Ensures that emergency plans are responsive to all state and federal regulations.

15. Serves as principal emergency management advisor to the Chairperson of the County Board and public officials from local entities during all types of emergency conditions. As the Local Coordinating Officer (LCO), coordinates the overall efforts of incident management staff and other organizations during emergency operations including the provisions for incident command, emergency communication, resource management, hazard control, the Emergency Operations Center, and other incident management facilities from which emergency operations are directed and controlled. Establishes, maintains, tests and evaluates operational systems for emergency response and support.
16. Responsible for the coordination of drills and exercises carried out in preparation for emergency situations. Schedules, develops, and oversees operational exercises and drills to ensure that involved agencies and departments are able to carry out their responsibilities and functions in an emergency, and to help identify potential deficiencies in emergency plans, system elements, and resources. Coordinates post exercise evaluations and prepares necessary reports.
17. Makes presentations to local units of government, community leaders, service groups, civic organizations, governmental departments, area facilities, and the general public to ensure awareness of emergency services programs and community safety issues. Develops public information material and participates in related public awareness activities.
18. Updates the inventory of resources in the county which may be used in time of emergency. Participates in the development and negotiation of mutual aid agreements and other emergency management related contracts, and shall carry out the agreement or contract.
19. Responsible for response to a variety of emergency calls on a 24-hour basis to assess the incident and coordinate timely implementation of emergency plans or procedures, including any reporting systems. Manages emergency operations in accordance with accepted standards of operation.
20. Responsible to the Michigan State Police, Emergency management Division to provide proper information in the event of a major emergency or disaster. In conjunction with the state emergency management officials, recommends state and federal assistance that may be required to cope with the emergency situation. Completes all federal and state forms and activity reports for emergency management and disaster recovery assistance. Serves as the official local contact and liaison with the state and federal emergency authorities.
21. Coordinates emergency planning efforts with political jurisdictions in the County and acts as their agent in securing disaster relief monies.

22. Develops and maintains the Emergency Operations Center including coordinating efforts of staff and others during emergency operations and exercises.
23. Makes presentations to schools, service groups, civic groups, governmental departments, and care facilities to raise awareness of emergency management and advice on the best tornado shelter and other emergency procedures.
24. Conducts hazard identification, capability assessment, and vulnerability analyses to identify the hazards posing the greatest danger. Works with local officials to develop a hazard mitigation program.
25. Identifies special populations in the county, such as the homebound, to ensure adequate transportation in an emergency evacuation and other emergencies.
26. Prepares and submits all forms pertaining to federal and state funding and all forms required obtaining disaster relief monies.
27. Responses to emergency calls on a 24-hour basis.
28. Responsible for preparation and processing of emergency management grants.

Other Functions:

29. None listed

This list may not be inclusive of the total scope of job functions to be performed. Duties and responsibilities may be added, deleted or modified at any time.

Employment Qualifications:

Education: Bachelor's Degree preferred with substantial college level coursework in Public Administration, or other areas related to emergency services. Prefer advanced coursework/seminars in emergency management.

Experience: Five years experience in a capacity involving operation of computers, radio and telecommunications systems and providing a working knowledge of police, fire and EMS operations, preferably including some prior supervisory experience. Prefer experience in emergency preparedness including experience in coordinating the planning efforts of multiple political jurisdictions.

Other Requirements:

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional

criteria.

Physical Requirements: *[This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more these requirements].*

Ability to operate and troubleshoot problems with telecommunications equipment

Ability to enter and retrieve information from computers

Walking over uneven terrain to visit disaster sites

Ability to travel throughout the area

Ability to file and retrieve documents from departmental files

Working Conditions:

Works in inside conditions but regularly travels to other locations to make presentations and represent the department.

Travels throughout the county to assess damages after emergencies and disasters

I understand that the Alpena County Personnel Policy Handbook is available on the Employee Navigator and that it is my responsibility to review the Handbook periodically for changes or revisions.

Signature _____

Date _____