

**DOUGLAS COUNTY
SHERIFF'S OFFICE**

JOB TITLE: 911 COORDINATOR- JDC95

Exempt: No	Job Type: 4114E
Pay Grade: E410	Department: Office of the Sheriff
Approved/Reviewed By: Sheriff Darren Weekly	Date: 01-10-23

General Duties: Performs a variety of complex coordinated organizational and administrative duties for the Douglas County Emergency Telephone Service Authority (DCETSA) required for the effective operation of the 911 Authority. Duties include: analysis, coordination and maintenance of various 911 and PSAPs projects and financial documents related to DCETSA; budget analysis and monitoring of budget expenditures; project management of DCETSA funded projects; bookkeeping; analysis and maintenance of 911 telephone line counts; coordinates, plans and prepares for DCETSA board meetings; prepares documentation, budgets and contracts for DCETSA and assist in statistical computation. Specific duties change with assignment.

Supervision Exercised: May be required to assist in the training of new personnel.

Supervision Received: Works under the general supervision of the Board Officers of DCETSA and will report to the Bureau Chief of the Support Services Division of the Sheriff's Office. Work is assigned and reviewed periodically; a high level of initiative and judgment is required.

Examples of Duties and Responsibilities:

- Monitors various banking activities (i.e.... CDs, Money Market Savings and Money Market Checking accounts) of DCETSA budget, coordinates and maintains banking processes to include preparing 911 surcharges, handling check deposits, bank reconciling, invoice preparation, check writing and using QuickBooks or other financial software.
 - Project management implementation and supervision among participating PSAPs.
 - Data entry and management for DCETSA.
 - Compiles information for bid documents, facilitate RFPs for PSAP projects within Douglas County, quotes for purchases for the DCETSA Board and Officers.
 - Assists with reviewing submittals to determine appropriate vendor and facilitate routing of contract documentation to DCETSA Independent Legal or Douglas County Legal, as appropriate to ensure completion of projects for the DCESTA board and officers.
 - Tracks DCETSA expenditures (software agreements, maintenance agreements, purchase orders, utilities, radio tower, furniture, operating costs, etc.) and reconciles them to DCETSA approved annual budget and Quick Books, to insure proper expense reporting.
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 - Completes correspondence, reports, records, memos, forms, and meeting minutes.
 - May be required to write correspondence for superiors with very little or no direction.
 - Collects and compiles financial data to maintain accurate management of DCETSA financial accounts
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and expenditures.

- Processes payments for services performed, products and equipment received by submitting vouchers and credit card statements to be processed for DCETSA.
 - Administering contract and service relations with outside vendors to include annual service agreements and purchase orders for DCETSA.
 - Handles inquiries and requests for information from internal/external sources and manages CORA Requests for DCETSA.
 - Coordinates plans and facilitates quarterly DCETSA Board meetings and presenters; prepares documentation, meeting minutes, budgets, banking documentation and contracts for presentation at Quarterly DCETSA meetings.
 - Analyzes the budget monthly and advised the Officers of the DCETSA Board on expenditures and predictive analysis of future fund availability.
 - Monitor new developments in the 911 industry and recommend system updates.
 - Attends Public Utilities Commission meetings related to 9-1-1 rulings and administrative changes.
 - Attends the PUC's 9-1-1 Task force bi-monthly and special meetings.
 - Serves on Various 9-1-1 Committees to include PUC Task Force, Next Gen 9-1-1, Legislative Study Committees.
 - Coordinates the DCETSA Accountant and Legal Attorney.
 - Coordinates with DCETSA Board and Officers.
 - Works with vendors selected by the DCETSA Board to complete member agencies projects.
 - Monitors progress of DCETSA Projects.
 - Facilitates and networks with vendors of the member agencies to monitor progress of DCETSA funded projects.
 - Coordination with Colorado 9-1-1 Resource Center on various information and documentation relating to Douglas County.
 - Oversees and updates DCETSA website.
 - Facilitates and coordinates training registration and travels arrangements for Dispatch and various personnel funded by DCETSA.
 - Obtains training information, projects costs and technical documentation for various 911 projects and facilitates coordination for PSAPs within Douglas County.
 - Works closely with DCETSA Independent Attorney Office staff on various legal issues, to include contract review and negotiations, budget documentation preparation and filing to DORA, State of Colorado Office, publishing of various meeting notices and public notices to local newspapers as required by law.
 - Prepares multiple documents and QuickBooks databases for annual DCETSA review and audit by independent CPA.
 - Participates on special projects (budget, procedural workgroup sessions, 911 Community-based education, 911 Next Generation Committee, 911 statewide PUC sub-committee related to deaf and hearing impaired issues; record and prepare meeting minutes for statewide distribution.
 - Maintenance of extensive tower and communications related project document.
 - Utilizes the MCM Technology inventory system for tracking, of repair and maintenance, create, monitor and process invoices and billing of various outside agency radios.
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- Maintain, audit and tag DCETSA inventory. Maintain and audit Inventory equipment at offsite storage facility containing various DCETSA equipment items.
- Produces presentations, create original work, i.e. newsletters, brochures and flyers.
- Extensive contact with heads of law enforcement agencies and political representatives.
- Extensive public contact through responsibilities as assigned.
- Maintain historical data for DCETSA. Maintenance and retrieval of DCETSA records. Handle some confidential matters. Assist in statistical reports based on records.
- Schedules calendar for DCETSA Board members and Board officers.
- Create, maintain and assist in budget planning, coordination and implementation for DCETSA monitor expenditures to ensure compliance of annual budget.
- Performs other duties and jobs as required and assigned.

Special Requirements:

- At least 18 years of age.
- High level understanding of office computer programs (MS Word, Excel, QuickBooks, JDE, etc.).
- Extensive knowledge of basic office methods.
- High school graduate or G.E.D. and possess a valid Colorado Driver License.
- 3 years as a 911 dispatcher, 2 years as a secretary or other related equivalent experience.
- Knowledge of filing and record keeping techniques.
- Knowledge of Quick Books or related accounting software and accounting office procedures.
- Additional courses in secretarial sciences and accounting are highly desired, ability to take some dictation.
- Able to pass qualifying exam and background investigation.
- Good general physical and mental condition.
- Attention to detail, able to multi task, and have excellent grammatical and spelling skills.
- Meet minimum standards for typing and data entry.
- Able to deal with confidential materials and records.

Essential Functions:

Language Skills: Ability to read, interpret and develop routine documents and reports. Ability to communicate effectively with co-workers and the public. Ability to establish and maintain effective working relationships.

Basic Knowledge: Has a high level of understanding of Law Enforcement and how it relates to 911 procedures and the 911 community. Must have a high level of understanding of basic to advanced office procedures and methods. Demonstrates ability to speak, read and write English clearly, effectively and correctly.

Mental Abilities: Able to comprehend and retain information related to general job assignments within context of the position held. Able to understand and follow oral and written instructions and maintain confidentiality of information.

Physical Skills: Possesses and maintains the ability to operate standard office machines, equipment and utensils.

Public Interaction: Explains relevant information as required by verbal and written methods. Assists public as a resource for information relevant to the job assignment. May be required to explain procedures, laws, complaints and other information as required by verbal and written methods.

Verbal Skills: Speaks English clearly and converses effectively with persons of divergent ethnic, cultural and

educational backgrounds. Projects voice clearly and forcefully when necessary while under personal stress.

Computer Skills: Must have basic user-level competency with Windows PC operating systems. Working knowledge of Quick Books, MCM Technology software for radio inventory, ability to use many web-based or hosted computer programs as necessary to fulfill needs of the job.

Department Policies and Procedures: Demonstrates working knowledge of and compliance with all department policies, procedures and directives.

Emotional Abilities: Controls personal emotional responses and acts appropriately under high levels of stress. Demonstrates sensitivity to feelings of others; listens with empathy toward others; and displays compassion to those in distress. Controls personal aggressive responses and acts in a manner to calm volatile persons.

Social Skills: Establishes and maintains effective relationships with peers, supervisors, and the public. Asserts self when necessary to confront or exert control over others.

Mathematical Skills: Ability to calculate figures and amounts such as interest, proportions, percentages. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability: Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to interpret a variety of instructions furnished in written, oral, diagram, or scheduled form.

Other Skills and Abilities: At departmental discretion, this position may require demonstration of computer, mathematical, and/or other specialized clerical skills through pre-employment assessments.

Physical Demands: The employee must possess the ability to frequently stand, sit, walk, operate general office equipment, reach with hands and arms, talk or hear, and tolerate a quiet to moderate noise level in the workplace.

Consequences of Error:

Many errors can occur. By reviewing financial data regularly, most are corrected before being communicated. By having inaccurate information, it may affect management decisions relative to DCETSA Board, the Sheriff's Office and many fire and law enforcement agencies in Douglas County.

Testimony:

Must be able to provide credible testimony in a court of law or any other legal proceeding or investigation.

Note: The successful applicant must be able to perform ALL of the above job functions, unassisted, and at a pace and level of performance consistent with actual job requirements. These duties are intended to be illustrative only and are not intended to be all-inclusive.

Other: In the event of an emergency/disaster in or near the County, all County employees are expected to make every effort to be available to assist the County Manager, Elected/Appointed Officials and Department Directors to ensure the continued operation of any and all necessary County functions. This may mean being available to perform additional duties and hours beyond what is normally required. In the event that an exempt employee does work more than 40 hours a week in support of County operations during an emergency, such employee may receive overtime or other appropriate wage compensation in accordance with existing County policies or at the discretion of the County.
