

# Marion County Board of County Commissioners

## POSITION DESCRIPTION



*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### 911 SPECIALIST I-IV

**Department:** 911 Management  
**Pay Grade:** 103 / 108  
**FLSA Status:** Non-Exempt  
**Job Class:** 3000  
**Risk Code:** 8810

#### JOB SUMMARY

This is an administrative and technical position responsible for providing accurate address information to Marion County citizens and also supplying this information to the 9-1-1 Database to facilitate emergency public safety response. The person in this position is able to perform general office tasks, read maps, address structures, interface with over 30 telephone companies, and visit the Public Safety Answering Points (PSAPs) regularly to retrieve 9-1-1 data. Must be able to explain the Marion County Enhanced 9-1-1 System, Quadrant Addressing System, all applicable county ordinances and the county permitting system to all internal and external customers with a high degree of professionalism and expertise.

#### ESSENTIAL JOB FUNCTIONS

- Answers phone, directs calls, and greets visitors, providing members of the general public with accurate explanations of the E9-1-1 System, Public Safety Information, Telephone Companies' procedures for 9-1-1 addressing, and the county's addressing ordinance. Looks up addresses for phone inquiries adhering to the rules put forth by The State Confidentiality Act Chapter 119 Section 07 and FS 365.171.
- Operates a personal computer in a networked environment, using countywide, as well as department specific software. Operates printers and copiers for reproduction of plats, address notifications, and other documents.
- Picks up Public Safety Answering Point (PSAP) 9-1-1 Problem Forms weekly. Delivers supplies to each Public Safety Answering Point (PSAP) as needed. Delivers 9-1-1 promotional information as needed.
- Pre-addresses plats when necessary for contractor and addressing requirements. Learns the location of over 6,000 maps used by the department. Performs map grid operations. Reads and interprets aerial, property ownership maps, recorded plat maps, unrecorded plat maps and all other maps as needed.

- Makes any and all changes to the department's property ownership, plat maps, and aerial addressing maps when necessary. Retrieves and files maps, address notification letters and other items on a daily basis.
- Types and mails outgoing correspondence for each new address, verification of address, temporary address, and change of address as needed.
- Keeps counts of outgoing correspondence sent to contractors and public for qualitative and quantitative analysis purposes.
- Keeps 9-1-1 information counts for quantitative analysis for State agency, local agency and other county inquiries. Counts consist of PSAP 9-1-1 call volume by land line, wireless, and VoIP telephones, by manual or electronic means. Reports to management as requested.
- Interfaces with a minimum of thirty different telephone companies. Interfaces with customers and county departments to resolve permitting issues. Interfaces with all of Marion's community postal officials, including its cities' offices.
- Maintains the accuracy of the addressing database, ensuring all valid and assigned addresses have correct connectivity to a valid and active parcel number. When parcel numbers are split, combined, or deactivated, the address records are researched, updated and connected to the correct parcel number.
- Processes all associated forms necessary for an address or street name change to ensure correct information to public safety responders.
- Completes permitting sign off. Notes permits requiring a 9-1-1 departmental sign off with appropriate requirements for posting and access rules, depending on location, type of structure, etc.
- Processes quadrant, street, stop, and other sign requests as initiated by public safety representatives, field investigation or citizen inquiry.
- Investigates and decides if address changes are required and implements same when addressing problems are encountered.
- Drives to locations throughout the county to perform on-site inspections and evaluate field conditions in accordance with the county's addressing ordinance with regard to map book accuracy and structure access by emergency vehicles and other vehicular traffic.
- Reads and plots legal descriptions using deeds, mortgages, Property Appraiser's files, and surveyor documents. Performs ownership history and deed research.
- Performs data entry to ensure that each permit for each structure, requiring 9-1-1 address issuance, is connected to the correct Address Reference Number (ARN) and parcel. Includes notifying other departments when this information has been entered incorrectly and processed as such. Completes data entry for the addresses in the computer system and performs permitting system sign off.
- Required to drive a county sedan and four-wheel-drive vehicle (4WD).
- Aid in researching project specific data.
- Obtain basic ArcView GIS knowledge.
- Make change and process receipts for map sales and other public copies.
- Forward information to update addresses with the Property Appraiser's Office for records conformance.
- Fill in for other employees during lunch and absences.

- Attend meetings and seminars as directed.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

### **SUPERVISION**

This position has no supervisory responsibilities.

**QUALIFICATIONS**

<b>Requirements</b>	<b>911 Specialist I</b>	<b>911 Specialist II</b>	<b>911 Specialist III</b>	<b>911 Systems Specialist</b>
<b>Licenses and Certifications</b>	Valid FL DL	Valid FL DL	Valid FL DL	Valid FL DL
<b>Competencies</b>	Must successfully pass assessment to receive 911 Specialist I Certification which will evaluate the following areas: Attention to Detail Ability to follow directions	Must successfully pass assessment to receive 911 Specialist II Certification which will evaluate the following areas: Plat Review, Road Naming, 911 Database/Problem Resolution, 911 Testing and Troubleshooting, TDD Test Calls, MAC Coordination	Must successfully pass assessment to receive 911 Specialist III Certification which will evaluate the following areas: MSAG Administration, Statutes, 911 State Plan, Wireless Coordination, Inventory Tracking	Must successfully pass assessment to receive 911 Systems Specialist Certification which will evaluate the following areas: Wireless Administrator, GIS Mapping Assistant, Public Education, Advanced 911 Testing and Troubleshooting
<b>Training Courses</b>	Must complete the following courses within six months of hire: Cultural Diversity Sexual and Employee Harassment Professional Ethics Violence in the Workplace Substance Abuse Prevention Customer Service Matters Defensive Driving	Marion County's Employee Development Program	Marion County's Leadership Development Program	Marion County's Leadership Development Program
<b>Education</b>	HS/GED	HS/GED with Associate's Degree Preferred	HS/GED with Associate's Degree Preferred	HS/GED with Bachelor's Degree Preferred
<b>Years of Experience</b>	One year of related experience	Two years' experience in the 911 Addressing function	Three years' experience in the 911 Addressing function; or an equivalent combination of training and experience	Four years' experience in the 911 Addressing function; or an equivalent combination of training and experience
<b>Pay Grade</b>	<b>103</b>	<b>105</b>	<b>107</b>	<b>108</b>

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively one-on-one with customers and employees of the organization.
- Ability to add and subtract two-digit numbers and multiply and divide with tens and one hundreds.
- Ability to perform these operations using units of American money and weight measurement, volume, and distance.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to exercise some judgment in selection of procedures, methods, tools, or equipment to own work to accomplish tasks.
- Ability to maintain composure in stressful situations and to remain calm during emergencies.
- Ability to multi-task in a fast-paced environment.
- Knowledge of geographical features of Marion County and landmarks, location, and responsibilities of County and State agencies, and the ability to maintain records.
- Knowledge of fire rescue procedures and equipment.
- Ability to type 35 words per minute.
- Requires strong hearing skills.
- Requires strong verbal communications skills.

### **PHYSICAL DEMANDS**

The work is sedentary work which requires exerting up to 50 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. While performing the duties of this job, the employee will regularly be required to stand, walk, and sit; and will frequently be required to use hands to finger, handle, or feel, reach with hands and arms, and talk or hear. Special vision requirement for this position is close vision.

### **WORK ENVIRONMENT**

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions. Work is performed in an enclosed area with background noise from radios, telephones, teletype machines and other equipment. Shift work is required, including nights, weekends, and holidays. Required to work overtime, when necessary, sometimes on short notice. Subject to possible verbal abuse from callers and frequent exposure to traumatic situations. The noise level for this environment is moderate.

***Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.***

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor (or HR) Signature

\_\_\_\_\_  
Date

**E.O.E.** *Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.*