

**RUTHERFORD COUNTY  
EMERGENCY COMMUNICATIONS DISTRICT  
591 FORTRESS BOULEVARD • MURFREESBORO, TN 37128-4129**



**JOB TITLE:** 911 OPERATIONS COORDINATOR

**STATUS:** FLSA NON-EXEMPT

**PURPOSE OF CLASSIFICATION:**

The purpose of this classification is to perform functions in the areas of operations, planning and coordination for the provision of 911 emergency communications services within the Rutherford County Emergency Communications District. Additionally, these functions will also apply to the District's integration with the State of Tennessee Next Generation 911 network. Duties and responsibilities include, but are not limited to operational areas of the following:

- 
- Geographic Information Systems (GIS)
  - Land Mobile Radio Systems (LMRS)
  - Digital Voice Logging Recorders (DVLN)
  - Management Information System 911 Data
  - District Computer Network/Website/Social Media
  - Emergency Notification System (ENS)
  - Computer Aided Dispatch System (CAD)
  - Next Generation 911 Call Processing System

**ESSENTIAL FUNCTIONS:**

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned. The 911 Operations Coordinator reports directly to the RCECD Director or in their absence the RCECD Assistant Director.

- Ensures District compliance with all applicable codes, laws, rules, regulations, standards, policies, and procedures applicable to the District; initiates any actions necessary to correct deviations or violations.
- Assists in coordination of 911 emergency communications activities with those of county departments, municipalities, emergency agencies, public safety agencies, state and federal governmental agencies, community organizations, outside agencies, or others as needed; coordinates such activities as disaster planning, emergency procedures, training/exercises, disaster recovery, equipment operations, and coordination of efforts to ensure the continuity of 911 system operations. Performs resource management activities, including the District's fixed assets inventory, spare equipment, and disposal of surplus property or other resources.
- Performs resource management activities, including the District's fixed assets inventory, spare equipment, and disposal of surplus property or other resources.
- Prepares, directs, and conducts training classes for staff members, or other individuals concerning specific areas of 911 emergency communications.
- Communicates with various public safety agencies, community organizations, officials, and the public; acts as a liaison with federal, state, and local agencies; advises, communicates with, and/or disseminates information to government officials, staff members, the media, outside agencies, community organizations, the general public, or others as appropriate for resolving problems, exchanging information, and coordination of work activities.
- Prepares or completes various forms, reports, correspondence, lists, schedules, emergency plans, policies, procedures, press releases, training programs/exercises, 911 emergency response assessments, reference/resource materials, or other documents.
- Receives various forms, reports, correspondence, 911 emergency plans, policies, procedures, budget reports, invoices, manuals, reference materials, or other documentation; reviews, completes, processes, forwards, or retains as appropriate.
- Operates a computer to enter, retrieve, review, or modify data; verifies the accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, or other software programs.

- Maintains files of District activities and other documentation as needed for record-keeping.
- Operates a variety of equipment and tools associated with 911 emergency communications activities, which may include a motor vehicle, radio communications equipment, uninterruptible power system (UPS) equipment, audio/visual equipment, or general office equipment.
- Attends various meetings, serves on committees, and makes 911 public education presentations as needed.
- Maintains comprehensive, current knowledge of laws, regulations, and guidelines pertaining to 911 emergency communications systems; maintains an awareness of new practices, equipment, trends, and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.
- Provides twenty-four-hour emergency response capability. Will be required to provide on-call emergency response, typically on a rotational basis.
- Must be capable of arriving on-site at the RCECD Auxiliary PSAP within one hour of notification.
- Completes work at assigned workstation determined by supervisor.
- Works hours as scheduled by supervisors.
- Operates a District vehicle.

**ADDITIONAL FUNCTIONS:**

Performs general/clerical tasks, which may include answering telephone calls, typing documents, making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail. Assists other employees or agencies as needed. Performs other related duties as required.

**MINIMUM QUALIFICATIONS:**

Associates degree in Computer Science, Information Technology or Systems or closely related field; supplemented by two (2) years previous experience in local or state 911 operations and/or training that includes progressively responsible public safety agency operations, emergency/disaster planning, program/personnel management, and public relations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Obtain National Emergency Number Association (NENA) Emergency Number Professional (ENP) and/or Center Manager Certification Program (CMCP) or the Association of Public Safety Communications Officials (APCO) Registered Public-Safety Leader (RPL) certification within two years of eligibility, as per each association's requirements. Must possess and maintain a valid Tennessee driver's license.

Have completed public safety communications coursework required to meet the Rules of Department of Commerce and Insurance Emergency Communications Board, Chapter 0780-06-02, Dispatcher Training Regulations or obtain after employment by the RCECD.

Salary Range: \$55,350 to \$62,623 based upon qualifications and experience.

## PERFORMANCE APTITUDES

**Data Utilization:** Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine the necessity for revision of organizational components, and in the formulation of operational strategy.

**Human Interaction:** Requires the ability to function in an operational capacity for a division or organizational unit. Includes the ability to make decisions on procedural and technical levels.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; ability to utilize principles of fractions; ability to interpret graphs; ability to compute discount, interest, profit and loss, ratio and proportion; ability to calculate surface areas, volumes, weights, and measures; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

**Functional Reasoning:** Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems. Requires the ability to apply principles of logical or synthesis functions, deal with concrete and abstract variables, and analyze major problems that require complex planning for interrelated activities that can span one or several work units.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness, and creativity in situations involving the direction, control, and planning of an entire program or set of programs.

**ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS**

**Physical Ability:** Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions, such as odors, wetness, humidity, rain, fumes, temperature extremes, electrical hazards, bright/dim light, toxic agents, or hazardous materials.

**PHYSICAL DEMANDS ANALYSIS**

**1. STANDING AND WALKING**

Tasks: response, teaching, inspecting

Surface: highway, floor, concrete

Estimated Total Hours: 4      Maximum Continuous Time: 8

**2. SITTING**

Tasks: computer, reading

Estimated Total Hours: 4      Maximum Continuous Time: 8

**3. LIFTING/CARRYING**

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs	X				
11-25 lbs		X			
26-50 lbs		X			
51-75 lbs			X		
76-100 lbs				X	
>100 lbs					X

**4. PUSHING/PULLING**

Objects: trailers, gear

Height of hands above floor during push: 5 feet

**5. CLIMBING**

Device: ladder

Height: 12 feet

Frequency: monthly

**6. WORK CONDITIONS**

Exposure to	Yes	No
Hot Temperatures	X	
Cold Temperatures	X	
Sudden Changes in Temperature	X	
Noise	X	
Fumes	X	
Cramped Quarters	X	

Cold Surfaces	X	
Hot Surfaces	X	
Sharp Edges	X	
Vibration	X	
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	75 % of time
Outside	25 % of time

7. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting	X	
Sweeping/Mopping	X	
General Cleaning	X	
Handling Trash	X	

8. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		
Grasp	X		
Fine Motor i.e.: writing, twisting hands or wrist, etc.	X		

The Rutherford County Emergency Communications District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the District will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.