

# 911 COORDINATOR

## Position

Apply by submitting a cover letter, resume, and application to:

[hiringcommittee@mcc911.org](mailto:hiringcommittee@mcc911.org)

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**MUSKOGEE CITY COUNTY E911 TRUST AUTHORITY**  
**POSITION TITLE:** 911COORDINATOR

**REPORTS TO:** E-911 Board of Directors

**GENERAL DESCRIPTION:**

This is an executive level position responsible for the day-to-day management of all aspects of Muskogee County's 9-1-1 Public Safety Answering Point (PSAP), providing public safety communications and dispatch services to law enforcement agencies, fire departments and EMS agencies. This position directs and monitors all technical, personnel and fiscal management activities of the 9-1-1 PSAP and is responsible for the administration of the programs and operations within this area. This position also requires the ability to perform in a supervisory capacity over subordinate personnel. An employee in this position will be expected to perform all assigned duties at the highest level of legal, ethical, and moral standards. The nature of the work performed also requires that an employee in this position establish and maintain effective working relationships with all law enforcement and fire departments operating within the county, in addition to other departments, outside emergency agencies, and the public. Work is performed under the direct supervision of the Muskogee City County E9-1-1 Trust Authority Board of Directors.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

***Operations and Planning:***

- Supervises, directs, and evaluates assigned staff, processes employee concerns and problems, directs work, counseling, discipline, and completes employee performance appraisals; conducts interviews and makes hiring decisions.
- Coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work in progress and inspects completed work; confers with assigned staff, assists with complex/problem situations, and provides technical expertise.

- Develops work schedules to ensure twenty-four hour coverage; authorizes overtime when required; reviews/approves payroll documents and leave requests; completes first report of injury forms to document worker's compensation injuries; prepares documentation for audits; prepares statistical reports, grant reports, computer reports, and other reports as needed.
- Ensures compliance with all applicable laws, rules, regulations, standards, policies and procedures; initiates any actions necessary to correct deviations or violations.
- Maintains inventory of equipment and supplies; ensures availability of adequate materials to conduct work activities; initiates requisitions for new/replacement materials; makes recommendations concerning purchase/upgrade of equipment and software.
- Monitors PSAP equipment to ensure proper operations and maintenance; supervises and/or conducts maintenance and testing of equipment; identifies need for repair/replacement of equipment. Works with vendors to upgrade and enhance technical systems to maintain current technology and prepare for future upgrades.
- Consults with Board of Directors, public safety agencies, or other officials to review operations/activities, review/resolve problems, receive advice/direction, and provide recommendations; informs appropriate agencies and management personnel of unusual situations, major incidents, and other problems.
- Supervises communications activities; develops and implements operating procedures; monitors radio activity and staff response to incoming calls to ensure proper handling/processing; replaces, stores, researches, and makes copies of audio tapes of emergency calls; provides backup coverage and; provides leadership and assumes control of calls involving major emergencies or potentially dangerous situations.
- Responds to questions or complaints related to communications activities and personnel; researches problems/complaints, reports findings to Board of Directors as needed, and initiates problem resolution.
- Completes, prepares, processes, and/or files a variety of forms, logs, rosters, teletypes, legal documents, requests, reports, correspondence, and other documentation associated with the daily routine of the position; maintains files and administrative records.

#### ***Human Resources:***

- Develops and executes personnel policies, construct job descriptions and procedures.
- Plans, develops and executes employee benefits (health insurance, life insurance, fringe benefits, etc) with the approval of the Board of Directors.
- Plans and implements staff training programs; schedules/coordinates training activities to ensure attainment and maintenance of required certifications by staff members; trains employees in procedures for dispatching, radio communications, notification of personnel, first responder instructions, operation of communications equipment, documentation of calls, and related tasks; monitors/evaluates performance of employees; maintains training records.
- Reviews procedures to ensure compliance with government regulations.
- Supervises staff, establishes operating procedures, makes work assignments and reviews work for compliance with policy, procedures, accuracy and completeness.
- Establishes vacation schedules; approves sick leave, time records and pay schedules.
- Take appropriate actions to create a work environment that develops and maintains an acceptable level of employee morale.

#### ***Financial:***

- Deposits funds, records expenses with documentation on a timely basis.
- Monitors expenditures and maintains spending within established limits by the Board of Directors.

- Manages agency financial activities including depositing funds, disbursing funds, recording transactions, reviewing timesheets, supervising payroll, reconciling accounts, and preparing for annual financial audit.
- Prepares proposed annual budget and other financial statements as needed, as well as information on large equipment purchases for Board approval.

**Other:**

- Assists other jurisdictions when possible as requested or when needed.
- Cooperates with federal, state, and local law enforcement agencies and its officers/representatives when activities are related to investigations within their respective jurisdiction.
- Notifies appropriate personnel, supervisors, and/or Board of Directors of critical emergency situations, and/or problems with communications or other computer equipment.
- Attends relevant training courses as offered or required to maintain applicable certifications, remain informed of departmental operations, and to promote improved job performance.
- Attends meetings and serves on committees as needed.
- Maintains a comprehensive, current knowledge of applicable laws/regulations; maintains an awareness of new technologies, procedures, trends, and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.
- Works to identify and secure funds and other assistance available through grants programs.
- Plans E-911 Board meetings agenda topics and support documentation.
- Maintains the county-wide address system by ensuring new addresses are issued timely, accurately, and are properly maintained.
- Represents the Muskogee City County E-911 at civic events and provides news releases to the media regarding topics directly related to PSAP operations.
- Responds to citizens' questions and comments in a courteous and timely manner.
- Maintains accessibility by telephone to facilitate contact as required when off duty.
- Performs other related duties as required.

**QUALIFICATIONS:**

***Required Qualifications:***

- High school diploma or GED; supplemented by sufficient previous experience and/or training that includes public safety dispatching, Law enforcement, fire and emergency medical dispatching, radio communications, personal computer operations, and supervision; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Three (3) years' experience employed full time with a public safety agency (Law Enforcement, Fire, EMS, or 9-1-1).
- Valid Oklahoma Driver's License or the ability to obtain one within 6 months of employment.
- Ability to work non-standard hours, be on call, coordinate and ensure services are operational on a continuous basis (24 x 7) and travel as necessary.
- A maximum response time not to exceed 30 minutes under normal conditions (from residence to the PSAP) within six (6) months of employment.
- No felony convictions, as well as successful completion of a background investigation, including but not limited to a criminal and driving history.
- Successful completion of a drug screening.
- Must be a legal citizen of the United States.

***Preferred Qualifications:***

- Bachelor's Degree or higher from an accredited college or university.
- Three (3) years supervisory or management experience.

**BENEFITS:**

Leave time earned after 30 days

State Retirement System

Medical and Dental Insurance

Salary \$55,000 - \$65,000 per year

\*Successful applicant is subject to a probationary period.

**Muskogee County E-911 is an equal opportunity employer and does not discriminate against otherwise qualified applicants on the basis of race, color, creed, religion, ancestry, age, sex, marital status, national origin, disability or handicap, or veteran status.**