



JOB DESCRIPTION

Position: Emergency Notification Systems Coordinator
Reports To: Support Services Supervisor
FLSA Status: Non-Exempt
Last updated: 5/28/2024

Core Values: Ethics, Professionalism, Encouragement, Innovation

Position Summary:

The Emergency Notification Systems Coordinator ensures the efficient and effective utilization of alerting resources, with a specific focus on maintaining Lookout Alert as a county resource for Jefferson and Clear Creek County partnering agencies, including entities external to Jeffcom911. This position is responsible for developing and executing strategies to enhance collaboration, improve preparedness, and facilitate public education through the effective use of emergency notifications and associated solutions utilized by Jeffcom911. This will entail the development of stakeholder engagement strategies, training curriculum, training materials, evaluation of the operational program metrics, and the preparation of various reports accounting for the system(s) performance and effectiveness of the training program.

Supervision Received:

Works under the general supervision of the Support Services Supervisor.

Supervision Exercised:

None.

Essential Duties, Functions and Responsibilities:

(The duties listed are intended only as illustrations of the various types of work that may be performed and are in no way construed or perceived to be exhaustive. The employee may also be required to perform additional functions and duties as assigned.)

- Responsible as the subject matter expert for utilizing alert notification systems to disseminate critical information to the first responders, such as severe weather alerts, evacuation orders, and public safety advisories.
- Act as the primary point of contact for all matters related to Lookout Alert within the county's jurisdiction. Monitor the system's functionality, promptly address any technical problems to ensure uninterrupted service and data integrity, and oversee coordination of emergency platform maintenance with systems users.
- Establish and nurture strong working relationships with partner agencies, including law enforcement, fire departments, emergency medical services, and other relevant

stakeholders. Facilitate regular meetings and workshops to promote cross-agency collaboration and information sharing.

- Lead working groups and oversee integration of partner-agency specific standard operating incident response procedures and provide guidance for broader standardization across agency partners.
- Develop and implement comprehensive preparedness plans utilizing both existing and future resource/tools. Collaborate with partner agencies to create emergency response protocols, evacuation plans, and other preparedness strategies to address potential threats and disasters.
- Design and execute public education campaigns to raise awareness about community alerting products available to citizens. Conduct workshops, seminars, and outreach events to inform the public about notification platforms and other safety-related resources.
- Oversee the implementation and ongoing management of cellular text-based communication platforms, such as Rave Alert, Smart911, Text-to-911, etc., ensuring accurate data collection and updating citizen profiles to enhance emergency response effectiveness.
- Regularly analyze data related to alerting platform use and effectiveness. Generate comprehensive reports on system performance, user adoption, and the impact of public education efforts.
- Serve as primary liaison to the Federal Emergency Management Agency (FEMA) for the oversight of Integrated Public Alert & Warning System (IPAWS) operations, testing, and user training.
- Provide technical guidance for implementation and internal training of Common Alerting Protocol (CAP) capability and use for emergency messages to be simultaneously disseminated over a wide variety of existing and emerging public alert systems.
- Act as the primary Jeffcom operations liaison with Offices of Emergency Management at State, county, and municipal levels of government.
- Review response plan coordination and implement changes to ensure standardization with municipal, county, and state Emergency Management Offices (e.g., coordinate siren tests and preparedness exercises, and review and update incident action plans).
- Provide updates to the Jefferson County Emergency Communications Authority (JCECA) regarding progress and performance of alerting system programs.
- Training Subject Matter Expert for alerting systems and the introductory academy course. Oversee periodic and mandatory training for communications supervisors and lead Emergency Communication Systems training (ECS). Maintain training records and provide necessary data to the Training Manager. Develop staff alerting scenarios to assess and improve staff competence. Assign training as needed.

- Respond to citizen inquiries regarding emergency alerting systems and document outcomes.
- Coordinate effective communication of alerting information with the public via social media and alert integration.
- Provide regular and reoccurring Commission on Accreditation for Law Enforcement Agencies (CALEA) and Commission on Fire Accreditation International (CFAI) accreditation documentation to the assigned program administrator.
- Manage Text-to-911 links within Jeffcom operational systems.
- Manage Jeffcom personnel rosters within alerting platforms to ensure appropriate employee access.
- Oversee talk group interoperability and Consolidated Communications Network of Colorado (CCNC) operations; and liaison with contracted radio maintenance shops. Coordinating maintenance support.
- Ensure compliance with policies, laws, and regulations at the local, state, and federal levels.
- Communicate with vendors concerning product development; integrate with vendor working groups to provide product feedback and oversee testing and integration of new features.
- Present to public groups, local government representatives, management, and boards.
- Maintain knowledge of, comply with, implement, and apply Jeffcom's rules, policies and procedures, and criminal laws and ordinances applicable to the position.
- Recollect numerous details of calls received.
- Maintain professional and effective written and verbal communication skills at all times.
- Maintain regular, predictable, and punctual attendance.
- Work in excess of 40 hours in a work week, as required, including evenings, holidays, and weekends, including being on-call, as needed, and promptly handle urgent calls for service regarding system problems and outages during off-duty hours.
- Maintain core call-take and dispatch skillset(s). Assist with call-taking and/or dispatching for Jeffcom during staffing shortages, special events, and/or disaster.
- Perform all other duties as assigned.

Minimum Education, Experience, License and Certification Requirements:

- Minimum of three (3) years' experience in Emergency Management, Public Safety, Communications, or a related field.
- Minimum of two (2) years' supervisory experience at Jeffcom.
- Extensive knowledge of Rave Mobile Safety products, including Lookout Alert, Rave Aware, Smart911, Rave Suite, Operational Messaging, Rave Guardian, Rave 911 Suite, Rave Panic Button, Rave Prepare, and Rave Eyewitness.
- Possess and maintain familiarity with county emergency protocols and applicable regulations.
- Prior experience in a Public Safety operations environment. Obtain and maintain Emergency Medical Dispatcher (EMD), CPR, Emergency Fire Dispatcher (EFD), National Crime Information Center (NCIC) and Colorado Crime Information Center (CCIC) certifications. Additional certifications may be required during employment.

Required Knowledge, Skills, and Abilities

- Strong communication and interpersonal skills to effectively collaborate with partner agencies and educate the public.
- Analytical mindset with the ability to interpret data and make informed decisions.
- Problem-solving skills to address technical issues and optimize system functionality.
- Ability to work in high-pressure environments and respond promptly to emergency situations.
- Manage a range of tasks and prioritize responsibilities to meet deadlines.
- Must be able to work independently as well as function effectively as a member of a team.
- Ability to work effectively in a fast-paced environment and to handle stress.
- Ability to adapt to rapid changes in information, process, direction, or immediate workflow.
- Knowledge of public safety communication center operations, services, and activities.
- Ability to read, write, speak and understand the English language at a level adequate to perform the duties of the position.

Physical Demands:

Lifting and Carrying:

Position requires ability to frequently lift/move objects of up to 10 pounds in weight and occasionally lift/move objects of up to 25 pounds in weight.

Body Positions:

This position will involve sedentary, administrative work in an office environment. This position requires ability to sit for extended periods, and frequent pushing, pulling, pinching, gripping, reaching over head, reaching away from body, and repetitive motions. Standing, walking, kneeling, stooping, bending, lifting, and squatting will also be required as necessary to perform the duties of the position.

Vision and Hearing:

Use of sensory activities, such as talking, seeing, and hearing, will be required frequently. Position requires close vision and the ability to adjust focus.

Mental Requirements:**Information Retention:**

Must be able to read, remember, and use applicable policies, procedures, criminal laws, and ordinances.

Language Ability:

Must be able to speak English clearly and concisely to communicate with callers, emergency responders, and co-workers.

Reasoning:

Ability to apply common sense understanding to carry out instructions furnished in written or oral form and to solve problems with good judgment and decision-making skills.

Work Environment and General Information:

Work in a typical office environment with moderate noise level; some work may be done in the emergency communications center with other staff speaking on phones and radios, with moderate to loud noise levels. Work involves contact with other public jurisdictions and members of private industry. Contact with employees in work unit and in other departments. Work under general supervision with assigned supervisor to resolve unusual or complex work problems.

ADA Compliance Statement:

The human resources goal of Jeffcom is to select and retain the best qualified applicant for each available job. An applicant's or employee's disability will not remove the application from consideration or current employee from his/her job if the applicant or employee is able to perform the essential functions of the job with or without reasonable accommodation unless such accommodation will result in undue hardship for Jeffcom or pose a safety risk to the applicant, employee, or others.

Jeffcom complies with the Americans with Disabilities Act. If you require special accommodation in order to apply for this position, please contact Jeffcom Human Resources.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.