

## EMPLOYMENT OPPORTUNITY

### DEKALB COUNTY EMERGENCY TELEPHONE SYSTEM BOARD ETSB COORDINATOR September 03, 2020

The DeKalb County Emergency Telephone System Board (ETSB), Sycamore, IL, located 60 miles west of Chicago with a population of 105,000, is recruiting for a Coordinator due to the pending retirement of the incumbent. This position is the only employee of the 10 member ETSB Board.

The Coordinator works closely with the PSAP Coordinators for the County Sheriff and the City of DeKalb. The ETSB (9-1-1) Coordinator is responsible for providing coordination of needs for the DeKalb County Public Safety Answering Points and works with all participating police, fire, and ambulance services that provides services for DeKalb County. Excellent written and oral communication skills, as well as organizational skills, are essential characteristics to effectively serve in this position.

Candidates for this position should have demonstrated knowledge of emergency police, fire, and EMS dispatch systems, telecommunications systems, management principles, supervision and performance evaluation principles, basic accounting methods, short- and long-range planning experience, and familiarity with the governmental bid process and making equipment purchases. Candidates are encouraged to read the attached Job Description for a complete understanding of the expectations for this position.

**Due to some questions and ambiguity regarding the residency requirement originally listed for this position, the application deadline has now been extended to Wednesday, September 16, 2020 at 5 PM. Applicants must reside within one of these counties or their application will not be considered: DeKalb, Winnebago, Boone, McHenry, Kane, Kendall, LaSalle, Lee, or Ogle. Applicants must include their home address with their application materials.**

The hiring range for this position is \$60,000 to \$80,000 annually, depending on qualifications. A complete list of benefits is attached.

Interested candidates should submit a letter of introduction as well as a resume. Applications for this position will be accepted through 5:00 pm on Wednesday, September 16, 2020. Submittal materials must be sent in one "pdf" file via email to Glenna Johnson at [gjohnson@dekalbcounty.org](mailto:gjohnson@dekalbcounty.org). Questions regarding the position and application process may be directed to Glenna Johnson at the above email address or by calling 815-895-4559. All applications will be reviewed by a panel, and a small group of finalists will be invited for an interview. The hiring decision will be made by the ETSB Board. The finalist for this position will be subject to a background check. Interviews are expected to take place in early September with a new employee hired and ready to begin November 9, 2020.



## **DeKalb County ETSB Coordinator**

### **Position Summary:**

The Coordinator works under the general supervision of the ten-member DeKalb County Emergency Telephone System Board (ETSB). The Coordinator will provide leadership in assisting those responsible for the management and oversight of the DeKalb County Dispatch Center(s) and the NG 9-1-1 System which serves multiple emergency agencies in DeKalb County, including Fire (full-time and part-time agencies), Emergency Medical Services and Law Enforcement (full-time and part-time agencies). The Coordinator is responsible for assisting in planning, developing, implementing, and coordinating emergency communications, communication system needs, and assisting in preparing and administering the DeKalb County Emergency Telephone System Board budget.

### **Qualifications:**

- A Bachelor's Degree in a related field of study, or at least 5 years of work experience in a related field, with preference toward public safety dispatch services to include thorough knowledge of emergency dispatch operations.
- Ability to be calm and composed while handling multiple emergency situations in a professional manner.
- Thorough knowledge of all 9-1-1 equipment in a 9-1-1 center including, but not limited to, radio and telecommunications equipment with proficient use of 9-1-1 equipment and public safety software applications.
- Must meet all County departmental hiring and retention requirements to include a background and criminal history check.
- Must possess a valid Illinois Driver's License
- **Must reside within DeKalb County or any county that physically touches DeKalb County: Winnebago, Boone, McHenry, Kane, Kendall, LaSalle, Lee, and Ogle. Applicants must reside within one of these counties or their application will not be considered. Applicants must include their home address with their application materials. Applicants who have already applied, and meet this residency requirement, need not apply again, as applications already received will be retained for consideration.**

## **Essential Job Functions:**

- Attend the Emergency Telephone System Board (ETSB) meetings. Issue meeting notices, agendas, take and distribute minutes of the meetings, and perform other tasks as assigned.
- Answers directly to the ETSB Chairman.
- Work with the Public Safety Answering Points (PSAP's) to assure an efficient and effective 9-1-1 system.
- Assist with the various emergency service agencies in the county to meet their communications needs.
- Assist with coordinating emergency communication policies and procedures to ensure accurate and efficient E9-1-1 call processing and dispatching.
- Assist telecommunication personnel to assure all are properly and adequately trained to meet state required certifications by ordering, tracking, and facilitating required training for all PSAP telecommunicators, including all Emergency Medical Dispatch (EMD) state requirements.
- Work with the DeKalb County Treasurer to draft annual budget with assistance and guidance of the DeKalb County ETSB and advise the DeKalb County ETSB on budgetary impacts and monthly financial matters.
- Work with the DeKalb County State's Attorney on ETSB legal matters.
- Assist with short- and long-term goals, objectives and strategic plans to accomplish said goals for the 9-1-1 System.
- Maintain current knowledge and awareness of applicable laws and regulations; maintain awareness of new trends and advances in telecommunication and 9-1-1 systems.
- It is expected that the 9-1-1 Coordinator shall participate in local, state, and national 9-1-1 organizations.
- Maintain accurate and up-to-date listings of emergency service providers, emergency service boundaries, including all law enforcement, fire, and EMS services.
- Receive reports of problems from PSAP's and coordinate timely resolution. Respond to the PSAP's in case of emergency or serious problem.
- Serve as liaison with telephone companies, Illinois State Police Department of 9-1-1, Illinois Commerce Commission, each participating governmental agency, emergency services providers, equipment maintenance contractors, DeKalb County PSAP's Communications Supervisors, and the public.
- Submit all required reports to required Illinois State Police and Illinois Commerce Commission prior to the required due dates.
- Resolve all database errors of the NG 9-1-1 System dealing with the Automatic Location Information and work with the County's IMO/GIS and DeKalb City's GIS staff dealing with the NG 9-1-1 Geographical Information System.
- Coordinate and attend public awareness and public relations activities to include programs and presentations about the 9-1-1 system.

- Work with municipal and county entities regarding 9-1-1 civic addresses. This will include but not be limited to additions, deletions, or modifications in addressing necessary for the NG 9-1-1 system and other programs utilized by the PSAP's.
- Facilitate the maintenance of the NG 9-1-1 telephone system, computer system hardware and software. Perform any necessary troubleshooting and updating of software and equipment.
- Attend applicable executive, legislative, and advisory meetings or hearings at the regional or state level, and represent the DeKalb County ETSB's interests at various governmental proceedings.
- Attend training, conferences and/or webinars as directed, which may include annual attendance at:
  - State 9-1-1 Conference
  - A national 9-1-1 Conference

### **Knowledge Required:**

- Knowledge and awareness of applicable laws and regulations regarding the implementation, coordination, and delivery of 9-1-1 services.
- Working knowledge of 9-1-1 Center equipment and software programs (9-1-1 System, CAD, mapping, radio systems, State LEADS, logging software, copier, scanner, fax, phone systems, and Microsoft Office products, such as Excel, Word, and Outlook.

### **Other Requirements:**

- Ability to work independently
- Ability to multi-task
- Ability to handle high levels of stress while remaining calm
- Availability to respond to questions or problems for the 9-1-1 Center(s) and 9-1-1 systems on a 24-hour basis
- Flexibility in scheduling
- Strong relationship building and clear communication skills with coworkers, peers, administration and outside agencies
- Able to represent the DeKalb County ETSB in a positive and professional manner
- Ability to be fair, firm and direct
- Management/supervisory experience
- Maintain highly confidential and detailed records systems in both paper and electronic format
- Maintain confidentiality of materials and situations encountered on the job

**Physical Requirements:**

This position may require extensive periods of standing or sitting, walking is common physical function, use of hands and fingers to operate equipment. Talking and hearing are essential functions required. Occasional light lifting and/or moving up to 25 lbs. Specific vision abilities are required: near and far, color, peripheral, depth and the ability to adjust focus are required. The ability to work irregular shifts as necessary. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

**Position Type and Expected Hours of Work:**

This is a full-time position at 40-hours a week usually during normal business hours and is required to carry cell phone to receive calls 24-hours per day, 7-day per week.

**Travel:**

Travel is expected for meetings, conferences, training and traveling between dispatch centers. Access to a personal vehicle is required.