

JOB DESCRIPTION

JOB TITLE: 911 Education Coordinator
DEPARTMENT: Community Relations
REPORTS TO: Community Relations Manager
EEO category 2 Professional

SUMMARY:

As part of the South Sound 911 Administration Division, and under the direction of the Community Relations Manager, the 911 Education Coordinator is a professional position performing highly responsible level work. The 911 Education Coordinator supports the agency's education, outreach, and communication efforts. Work is performed with considerable latitude for ingenuity, creativity, and independent judgement in accomplishing educational, agency, and departmental objectives.

ESSENTIAL FUNCTIONS:

Develop, coordinate, create, maintain, and present information and a variety of materials for 911 education, engagement, activities, events, and campaigns, ensuring messaging is consistent and current.

Provide leadership for a diverse Community Relations Team (CRT) of educators, including scheduling and coordinating events and volunteer assignments. Develop and maintain standards for CRT members.

Develop and foster connections, externally and internally, in support of outreach and engagement.

Analyze metrics to assess community 911 education needs.

Maintain documentation and statistics required for 911 education program evaluation and funding.

Participate in and produce educational content for the agency's social media, website, and intranet according to department strategy.

Represent the agency at meetings, events, or other activities involving 911 education and/or 911 initiatives on local, state and national committees and work groups.

Provide timely and customer-focused responses to public inquiries about the agency and its services.

Act as a back-up for the Community Relations Manager for general, educational and emergency communications during regular and non-business hours.

Perform purchasing functions including researching and pricing options, recommending necessary purchases, preparing financial documentation, and assisting in proposal development.

Work a flexible schedule which may include evening and weekend events and speaking engagements.

REQUIRED ABILITY, KNOWLEDGE AND EXPECTATIONS:

Ability to make effective oral presentations in a variety of public forums for diverse audiences. Ability to establish and maintain effective relationships with a wide range of community members and the media.

An understanding of 911/public safety operations and emergency communications.

An understanding of and demonstrated skill in preparing, producing and presenting public education materials.

Experience using a variety of media and social media resources.
 Demonstrated proficiency using Microsoft Office software and general office machinery. Ability to communicate efficiently, effectively and professionally in writing and verbally, using tact, patience and courtesy, and correct English, grammar, spelling, punctuation and vocabulary. Ability to read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.
 Ability to exercise independent judgement and problem-solve while simultaneously providing exceptional customer service for the public.
 Ability to work appropriately with confidential materials and information.
 Ability to work with speed and accuracy.
 Ability to address and positively influence interpersonal differences/difficulties between team members.
 Maintain cooperative and effective working relationships with others.
 Ability to analyze situations quickly and adopt an effective course of action.
 Ability to organize work with many interruptions and multiple tasks to meet schedules and timelines.
 Ability to perform limited clerical duties such as filing, duplication and typing. Ability to follow safety rules and regulations.

QUALIFICATIONS:

An equivalent combination to: graduation from a four-year college or university with specialization in communications, public relations, business, or public administration, or a related field and experience in community relations, public information, or education, preferably in the public safety field.

DESIRED QUALIFICATIONS:

Knowledge of journalistic writing techniques, preferably AP Style.
 Knowledge of video editing practices and techniques.
 Basic knowledge of HTML and/or experience using one or more content management systems.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit at a computer terminal, frequent walking both indoors and out; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, stoop, or kneel. The employee must occasionally lift and/or move up to 55 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

WORKING ENVIRONMENT:

Office environment with frequent interruptions. The noise level in the work environment is usually quiet. This position will interact with employees and customers on a daily basis.

MACHINES/TOOLS/EQUIPMENT/WORK AIDS:

Personal computer, copy machines, telephone, fax machine, E-mail, and printers.

POTENTIAL HAZARDS:

The hazards are consistent within an office environment.

ANALYSIS OF PHYSICAL DEMANDS OF POSITION

Activity	Percentage of time	Activity	Pounds
Standing	15% of time	Pulling & Pushing	55 lbs.
Walking	15% of time	Lifting	40 lbs.
Sitting	70% of time	Carrying	40 lbs.

The following abilities are required to perform the essential job functions:

Hearing	YES
Seeing	YES
Depth Perception	YES
Color Vision	YES

Seldom to occasionally the position will require the following activities: Stooping, Crouching, Crawling, Climbing, Balancing and Kneeling.

ADDITIONAL COMMENTS: DO NOT EDIT

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Kris McNamar, Community Relations Manager

REVIEWED BY: Deborah Grady, Executive Director

DATE: 11/18/2021

Revision date(s) _____