

**JOB DESCRIPTION**

**JOB TITLE:** 911 Education Coordinator  
**DEPARTMENT:** Community Relations  
**REPORTS TO:** Community Relations Manager  
**EEO category** 6

**SUMMARY:**

As part of the South Sound 911 Administration Division, and under the direction of the Community Relations Manager, this exempt position performs highly responsible level work. The 911 Education Coordinator supports the agency's education and outreach, and public information and social media communication efforts. Work is performed with considerable latitude for ingenuity, creativity, and independent judgement in accomplishing educational, agency, and departmental objectives. Work may include the supervision of dedicated internal personnel operating in a special assignment capacity.

**ESSENTIAL FUNCTIONS:**

Develop, coordinate, create, maintain, and present information and a variety of materials – including print, digital, photo, and video content – for 911 education, engagement, public information, 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.

Write a variety of written material for publication including, but not limited to, press releases, reports, digital content, and other campaigns.

Plan, coordinate, organize and conduct facility tours, special events, and the creation or updating of exhibits and displays.

Develop and foster connections, externally and internally, to expand and enhance outreach and engagement.

Track and analyze metrics to assess community education needs, track program effectiveness and outcomes. Compile information and prepare reports related to education and departmental activities, special projects, and statistics required for 911 education program evaluation and funding.

Develop and produce a variety of print and digital content for outreach, marketing, community relations or promotional purposes 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.

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

Perform purchasing functions including research, purchase recommendations, preparing financial documentation, and assisting in proposal development.

Respond to customer service feedback; forward as appropriate for applicable review or investigation.

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

Performs other related duties as necessary.

**REQUIRED ABILITY, KNOWLEDGE AND EXPECTATIONS:**

Ability to make effective oral presentations in a variety of public forums for diverse audiences.

Ability to communicate effectively and professionally in a compelling and professional manner using appropriate grammar, spelling, punctuation, speech, and expression.

Skilled in media and/or public relations and strategic communications.

Demonstrated skill in event planning and project management.

Ability to establish and maintain effective relationships with a wide range of community members.

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

Demonstrated skill in preparing, producing and presenting public education materials.

Experience using a variety of digital and social media resources, including design/layout and video editing programs.

Fluent use of the English language.

Understand and follow written and verbal instructions.

Understand and interpret complex rules and procedures.

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Work appropriately with confidential material and information.

Work with speed and accuracy.

Follow safety rules and regulations.

Proficient with standard suite of Microsoft Office software and database applications, fax machine, and phone system.

Exercise a high degree of independent judgment in problem solving and decision-making.

Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.

Maintain cooperative and effective working relationships with others.

Analyze situations quickly and adopt an effective course of action.

Organize work with many interruptions and multiple tasks to meet schedules and timelines.

Maintain regular and predictable attendance.

**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.

**LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:**

Valid Washington drivers licenses at time of appointment and maintenance thereafter. Must meet and maintain background screening requirements. Due to the confidential nature and demands of this position, candidates must possess and exemplary personal history and pass a background investigation.

**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, mobile phone, email, calculators, and printers. Event attendance may require work with hand tools, straps, hooks, metal bars/rods, portable furniture, and tent assembly.

**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: Ryann Robinson, Director of Human Resources

DATE: 11/10/2021, 11/29/2023