



EL PASO COUNTY 911 DISTRICT
Job Specification
Public Safety Coordinator
(Exempt Class, Salaried Range: ---)

General Summary

Under administrative direction, this position is responsible for fostering and maintaining relationships, facilitating communications, and coordinating activities. It involves providing initial and ongoing education to regional public safety agencies, focusing on enhancing skills for Public Safety Telecommunicators. Additionally, the position manages public information and 911 educational programs and resources for the community on behalf of the District.

This position plays a critical role in providing administrative and technical support for the reliability and security of systems, applications, and network software and hardware supporting public safety communications and critical infrastructure. It ensures seamless service delivery to emergency responders and other stakeholders while working collaboratively in a team environment.

Position

This is a full-time, salaried, exempt role typically requiring 40 hours per week from 8 am to 5 pm, Monday through Friday, although it may involve extended hours and emergency call-backs. There may also be occasions where remote work or work after regular business hours is expected from the employee. Additionally, this role entails after-hours monitoring of various electronic communications in support of public safety stakeholders and critical infrastructure.

Key Responsibilities

Foster and Maintain Relationships: Promotes communication between various 9-1-1, City & County stakeholders, and serves as a single point of contact for facility space usage requests; collaborates with various jurisdictions regarding training and public education and outreach.

Prepare, Present, & Maintain Records: Develops and presents instructional and informational materials in conjunction with partner agencies for Telecommunicator training and public education programs. Organizes and maintains archives and reference materials. Assists in the preparation of the agency assistance and public education budget.

Assesses, Coordinates & Communicates: Evaluates training and educational program needs for Telecommunicator continuing education and public education and community program needs. Coordinates with internal and external training providers, maintains the training calendar, and disseminates information to 911 stakeholders and their management. Assists in the coordination of District events and attends and reports back on public and other events.

Trains: Provides initial training in the operation of 911 call handling equipment, computer-aided dispatch (CAD), basic GIS & GIS software, and other public safety software and equipment.



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Digital Content Coordination: Handles the production and update of all digital content for social media and the District website, including maintaining graphics, photographs, and video where applicable in conjunction with local, state, and federal regulations.

State & National Interest: Participates in State and National organizations that support 911 and updates District Administration and partner agencies (as needed) on news and updates. Maintains a working knowledge of TCOLE Telecommunicator licensing and proficiency requirements for intermediate, advanced, and master's certifications.

Note: The above statements describe the general nature of the work performed in this position and are not an exhaustive list of all responsibilities and duties.

Qualifications

Minimum Requirements & Experience:

- A High School Diploma or GED is required.
- A minimum of 3 years of experience in public safety or emergency services, with a focus on 9-1-1 operations, training, or coordination, and a basic understanding of the TCOLE 1080 Basic Telecommunicator Course.
- Ability to develop and present instructional materials for telecommunicator training and public education programs, as well as coordinate with internal and external stakeholders, training providers, and 9-1-1 service authorities.
- Proficiency in operating 9-1-1 call handling equipment, CAD systems, with a foundational understanding of GIS software, public safety tools, and basic SQL language and database management skills.
- Familiarity with TCOLE licensing and telecommunicator certification requirements at the intermediate, advanced, or master levels.
- Experience in managing digital content for social media and websites is a plus.
- Strong problem-solving, analytical, communication, and interpersonal skills, with the ability to work independently or as part of a team

Preferred & Highly Desirable Experience:

- Bachelor's Degree in Communications, Public Administration, Political Science, English, or related field preferred.
- 5 years of experience in public safety or emergency services, with a focus on 9-1-1 operations, training, coordination, and a solid understanding of the TCOLE 1080 Basic Telecommunicator Course.
- Active involvement in State and National organizations supporting 9-1-1 services is preferred,
- TCOLE 1014 Basic Instructor Certification.



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- Experience developing training programs, curriculum, and instructional materials for telecommunicator training and public education.
- Experience conducting public outreach, community engagement, and educational programs on 9-1-1 services, emergency preparedness, and public safety.

Other Requirements:

- Candidate must maintain eligibility to access and work within a Criminal Justice Information (CJI) environment and will be subject to extensive background check.
- Recent TCOLE Telecommunicator certification is required.
- May be required to earn and maintain appropriate certifications to support Police, Fire, and Medical dispatching skills.
- Must maintain District-approved instructor certifications and must become an APCO Registered Public Safety Leader (RPL) or a NENA registered Emergency Number Professional (ENP) when eligibility requirements have been met.

Licenses, Registrations and/or Certificates:

- Candidate must have and maintain a valid license to operate a motor vehicle in the United States.

Working Conditions:

The work environment is primarily office-based, involving typical tasks such as sitting, standing, and bending. There is some exposure to technical areas like antenna and server farms, and physical plant areas, occasionally requiring climbing and reaching. The role may also involve moving or managing equipment up to 50 pounds and occasional driving in urban or rural traffic. On-call availability for emergencies and critical issues. Ability to work in a fast-paced and high-pressure environment.