

**MENDOCINO COUNTY GOVERNMENT
CLASSIFICATION SPECIFICATION**

CLASS TITLE:	COMMUNICATIONS COORDINATOR	CLASS CODE: 0185
DEPARTMENT:	GENERAL SERVICES AGENCY – INFORMATION SERVICES DIVISION	FLSA STATUS: N
REPORTS TO:	INFORMATION SERVICES DIVISION MANAGER	BARGAINING UNIT: SEIU
CIVIL SERVICE:	YES	DATE: 8/2012 Rev. 1/2013

JOB SUMMARY:

Under general direction, plans, coordinates, implements and oversees assigned programs, projects and initiatives dealing with the design, acquisition, installation, operation, maintenance, installation, repair and replacement of the coordinated, countywide radio, microwave, wireless and data communications systems; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS:

The class of Communications Coordinator is a single position class. The incumbent has overall responsibility for the County's entire communications program and systems. The incumbent is responsible for developing, implementing and performing technical activities. Work is performed using considerable independent judgment and initiative; the incumbent's work is reviewed by means of conferences and analysis of objectives and results accomplished. This class was also developed in response to the need for a cadre of individuals who are knowledgeable, trained, and certified to support communications during incidents managed under Incident Command System (ICS). The incumbent will take this role if the ICS/Emergency setup is required.

SUPERVISION EXERCISED:

Communications Coordinator act as a technical or functional lead over staff, contractors and vendors who perform work directly related to the County's communications systems or who provide support to a function directly administered by the Communications Coordinator. May provide first-line supervision over technical and/or clerical staff regularly assigned to perform work in support of the Communications Coordinator.

EXAMPLES OF DUTIES: *Duties may include but are not limited to the following:*

- Plan, organize, direct, oversee and evaluate the activities, programs, and operations of the Communications Unit of the Information Services Division of the General Services Agency; formulate implement and evaluate goals, objectives and long-range plans; determine and establish priorities.
- Develop, revise, interpret and enforce divisional policies and procedures; devise systems and methods to accomplish the work and monitor the results pertaining to the design, acquisition, assignment, usages, operation, installation, repair, maintenance, and replacement for all elements of the County communications program and systems.
- Confer with departments, contractors, consultants, engineers and others to determine communication needs; evaluates the services and equipment needs of users; investigates buying, leasing, contractor or other options, including the impact of technological developments, to meet user needs; develop specifications; perform economic analysis; make recommendations on the selection of equipment required for County communications.
- Develop, coordinate and manage a comprehensive preventative maintenance and repair program for equipment.
- Plan, organize, direct and evaluate the work of consultants.
- Troubleshoot a variety of County owned communications systems.
- Respond to emergency and non-emergency service/repairs calls or maintenance alarms on the County's communication systems that occur during and/or off work hours.
- Establish and implement new or revised policies and procedures that provide for more efficient and effective communication services.
- Determine appropriate course of action and coordinate communication during times of emergencies.
- Identify and capture the County's costs of owning, operating and maintaining communications equipment;
- Conduct utilization studies and evaluate the condition of the communication systems on an ongoing basis; make recommendations on the size and composition of radio and communications systems; research and make replacement recommendations.
- Maintain valid licensing for County communications facilities as required by regulatory agencies.
- Perform other related duties as assigned.

In a Supervisory Capacity:

- Carry out supervisory responsibility in accordance with policies, procedures and applicable laws including:

interviewing, hiring and training, planning, assigning and directing work, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems; controls work production and activities, to include procedures, allocation of resources and ensuring deadlines are met.

MATERIAL AND EQUIPMENT USED:

General Office Equipment	Computer Hardware & Software	Vehicle/s
Two-Way Radio	Testing instrumentation	Hand tools

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

College or vocational coursework in electronic communications, radio technology, telecommunications, engineering, or related field; and, five years of increasingly responsible experience in installation, operation, maintenance and repair of radio-telephone and microwave communication systems; or an equivalent combination of education, training and experience related to the installation/maintenance/ repair of radio, telephone and microwave communication systems which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

General Radiotelephone Operator License within twelve (12) months of hire
Valid California Class C Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES

Extensive knowledge of:

- Principles, practices and problems of public safety communication systems, and of current trends and development of field of public safety communication systems.
- Electronic theory as applicable to VHF/UHF communication and microwave equipment.
- Functions, characteristics and capacity of common electronics communication and microwave equipment.
- Testing instrumentation used in maintenance and repair of communication systems.

Considerable knowledge of:

- Principles, practices, laws, regulations, terminology, tariffs and management of communications system and general telecommunications.
- Voice, data, radio, microwave and wireless communications equipment and engineering practices.
- Laws and regulations relating to the operation of communication system and safety practices in the communication field.
- Rules and regulations of the Federal Communications Commission governing the installation, operation, maintenance and repair of communication systems.

Working knowledge of:

- Communication equipment procedures.
- Modern principles of management and governmental practices.
- Shop and fieldwork required to install, maintain and repair communication systems.
- Testing instrumentation and equipment used to locate and repair operating faults.

In Supervisory a Capacity:

- Principles and practices of effective supervision and training.
- Administration of staff and activities.

Skill in:

- Effective project management.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.

- Applying analytical thinking to solve problems and accomplish tasks.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships with a variety of individuals within the County and from other agencies.

In a Supervisory Capacity:

- Selecting and motivating staff, planning, organizing, assigning, directing, reviewing, evaluating the work of staff and providing for their training and professional development.

Mental and Physical Abilities:

- Conduct technical communications studies and prepare comprehensive written reports.
- Evaluate departmental needs for communication services and recommend services.
- Develop effective working relationships with County managers, officials, employees and the staff of other agencies.
- Maintain technical records.
- Prepare clear, concise reports and recommendations with realistic cost estimates and construction schedules.
- Understand interpret and apply regulations and federal, state, and local legislation.
- Communicate clearly and effectively both orally and in writing.
- Present recommendations to the Board of Supervisors and other groups.
- Perform data collection, interpretation and evaluation pertaining to communication systems.
- Recognize and maintain confidentiality of information.
- Analyze situations accurately and adopt effective course of action.
- Develop long-range plans and programs, which are in conformance with County projects, and policies.
- Perform shop and field work as required to install, maintain and repair communication systems.
- Utilize test instrumentation and equipment to locate and repair operating faults
- Travel to various locations in the county that house VHF/UHF and microwave equipment, including mountain top locations and remote sites.
- While performing the essential functions of this job, the incumbent is regularly required to walk, sit, stand, bend, use hands to finger, grasp, handle, or feel objects, reach with hands and arms above the shoulder and below the waist; speak clearly and hear normal speech in person and on the telephone/radio; see up close and far away and identify colors; and lift, carry, push and pull objects weighing up to 40 pounds.
- While performing the essential functions of this job the incumbent may frequently be required to kneel, squat and/or crawl under or around various structures or items to perform repair and installation work.
- While performing the essential functions of this job the incumbent may occasionally be required climb ladders, scaffolding and/or towers, to heights up to 30 feet to perform repair and installation work.

Working Conditions:

- Most work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- Some work is performed in an outdoor or other environment where exposure to inclement weather conditions, dirt, dust, and/or electrical current can occur.
- Some work may be performed in small or tight spaces, including inside and/or under other objects.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require irregular hours, evening, weekend, holiday, and/or on-call work.
- Duties may be performed in emergency situations.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.