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## **E911 ADDRESS COORDINATOR III**

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<b>Department:</b>		<b>Reports To:</b>	
<b>Division:</b>	Administration	<b>Location:</b>	Mathews Government Complex
<b>FLSA Status:</b>	Non-Exempt	<b>Classification:</b>	Full-Time/Civil Service
<b>Approved By:</b>	Public Works Administrator	<b>Date of Approval:</b>	October 2002
<b>Pay Grade Level:</b>	7	<b>Date of Last Revision:</b>	May 16, 2012

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### **JOB SUMMARY**

Responsible for the coordination of the parish addressing system required in the facilitation of the Lafourche Parish E911 Emergency Telephone Answering System. Job duties include the review and evaluation of field data in the assignment of municipal addresses and street names for all locations within the unincorporated areas of the Parish, the naming and the renaming of thoroughfares, the facilitation of address assignments and reassignments, and the coordination of implementing address assignments with the applicable post office and telephone companies to ensure proper data requirements in the handling of emergency telephone calls.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The essential duties and responsibilities include the following:

- Assembles comprehensive database of all public and private roads, highways, and thoroughfares in the Parish; ensures that duplications to existing names do not occur and facilitates the renaming of thoroughfares when duplications exist
- Develops and implements the system by which property numbers are assigned; and maintains a comprehensive listing by name, physical address, and telephone number(s) of every location in the Parish
- Coordinates with business and industry in the assignment of addresses to all phone lines located within the industrial/commercial complex to ensure proper address designation and ability to locate and properly respond to an emergency call originating from any extension/telephone line within the complex
- Conducts, either personally or through subordinate employees, field investigations of developments having either no address or rural route addresses; performs linear measurements in the designation of addresses in accordance with approved numbering systems
- Routinely confers with law enforcement, telephone companies, and emergency service providers in clarifying discrepancies within the addressing system, and providing information relative to newly assigned addresses

- Notifies property/building owners and occupants of new addresses and assists in the transition period for compliance with newly assigned addresses and street names
- Reviews applications for all permits to ascertain accuracy of addresses provided and/or to assign new addresses
- Requisitions and monitors the placement of street signs for conformity with the addressing system
- Directs the field investigations and data collection of addresser/data collector to ensure adherence with the proper methodology and procedures to be followed in determining addresses
- Consistently confers with telephone companies and Public Service Agencies in providing updates to the Parish addressing database and monitors subsequent activities by telephone companies and Public Service Agencies to ensure that information provided is implemented/loaded into applicable databases for proper E911 operations
- Assists in the preparation of the annual maintenance and operation budget for the Department
- Prepares reports on the activities of the addressing program
- Organizes and maintains file system and files correspondence and other records
- Handles purchasing of supplies and equipment; and, arranges for equipment maintenance in accordance with departmental policy
- Analyzes and organizes office operations and procedures such as preparation of payrolls, information management, filing systems, requisition of supplies, and other clerical services
- Maximizes office productivity through proficient use of appropriate software applications
- Researches and develops resources that create timely and efficient workflow

Other duties may be assigned.

#### **ADDITIONAL RESPONSIBILITIES**

- Receives and resolves or refers citizen complaints and requests for information concerning addressing program regulations and requirements
- All parish government employees in a declared emergency shall be considered essential personnel

#### **SUPERVISORY RESPONSIBILITIES**

Supervises the work activities of assigned field data collectors in the compilation and collection of the necessary information to properly assign addresses. May also supervise part-time, temporary, and permanent clerical staff in the performance of job duties. Carries

out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

## **COMPETENCIES**

To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Maintains confidentiality.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Develops subordinates' skills and encourages growth; Improves processes, products and services; continually works to improve supervisory skills.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Jobholders must be legally able to work in the United States.

**Education and/or Experience.** Associate degree or higher from college or university or a certificate of completion from a technical school; or one to three to five years related experience and/or training; or equivalent combination of education and experience.

**Language Skills.** Ability to read and comprehend complex instructions, correspondence, and memos. Ability to write correspondence and procedure manuals. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Mathematical Skills.** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability.** Ability to apply common sense understanding to carry out detailed and complex written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**Computer Skills.** To perform this job successfully, an individual should have knowledge of Database software; Spreadsheet software and Word Processing software.

**Certificates, Licenses, Registrations.** Must possess a valid Driver's License and must obtain a valid Louisiana Driver's License within 30 days of employment.

**Other Skills and Abilities.** Must have basic knowledge of the methods, practices, and procedures in general office administration, which also includes basic abilities in the operation of personal computers, typewriters, calculators, copy machines, and fax machines; general knowledge of computer word processing software (Corel WordPerfect, Excel, Quattro Pro, and Lotus 123, preferred), business English, spelling, punctuation, and basic methods and techniques in record keeping and filing systems.

## **OTHER QUALIFICATIONS**

- Ability to type at least 60 words per minute and possess skills in proper formatting of a variety of correspondence, reports, and other materials.
- Ability to plan, evaluate, and prioritize work assignments to ensure accurate production of documents and the ability to meet deadlines.
- Ability to deal courteously and effectively with the public, governmental officials, and other employees of the Lafourche Parish Government.

## **PHYSICAL DEMANDS**

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; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.