

COMMUNICATIONS CONTROL CLERK**

DISTINGUISHING FEATURES OF THE CLASS: This is specialized clerical and technical work involving responsibility primarily for maintaining data records and associated documentation relative to the County's 9-1-1 residential and business address database and the hazards alert and emergency notification system. The work involves the use of various computer software programs (e.g. spreadsheets, word processing, database programs). The work is performed under the supervision of a higher-level administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Verifies database information, makes corrections when necessary, and performs quality assurance checks;
Coordinates with police, fire, ambulance, post office, local town representatives, utility companies, etc., in the addressing of property sub-divisions and address assignments, to verify addresses;
Conducts tax map research and makes site visits to correct address discrepancies;
Acts as liaison with local emergency service personnel in maintaining call-out list for emergency notification system;
Review and compare enhanced 9-1-1 street listing data with Rockland County Department of Planning to ensure accuracy of information and correct discrepancies;
Receives and reviews discrepancy reports and makes corrections as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of computer software programs, especially those used in maintaining a 9-1-1 address database*; good knowledge of the geography of Rockland County*, good knowledge of office procedures, terminology and equipment; ability to understand and carry out oral and written instructions; ability to make visual comparison and identify errors or discrepancies; ability to perform clerical functions; ability to establish and maintain cooperative relations with others; ability to read and interpret maps*; ability to use computer software programs (e.g. spreadsheet, word processing, geographic mapping) applicable to a 9-1-1 address database*.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and four (4) years of office clerical or business experience, at least one (1) year of which substantially involved the use of databases, spreadsheets and/or word processing software in connection with the analysis and update of an E9-1-1 database.

NOTE 1: An Associate's degree or higher may be substituted for two (2) years of the general office clerical or business experience.

NOTE 2: A Bachelor's degree in Communications, or comparable curriculum, may be deemed fully qualifying.

*To be demonstrated during the probationary period.

**This reflects a retitling of Communications Specialist.

R.C.D.P. (06.15.2015) 10.28.2019
Competitive

02.12.2026 New York State Civil Service approved Non-competitive title in the NY HELPS Program.