

Civil Division: Oneida County Government  
Jurisdiction Class: Competitive  
Revised: 11/3/97

## **911 MSAG (MASTER STREET ADDRESS GUIDE) COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves responsibility for the application of differing codes and procedures to a variety of data, prior to entry in a computer system for processing. The work requires frequent contact with the general public, municipal officials and employees, and necessitates accuracy and the utilization of confidential data. This position involves the responsibility to perform updates of community street maps by going on-site to verify current map accuracy. The incumbent incorporates this information into the computer system (ie: entering, deleting and revising current data). The work is performed under the general direction of the Emergency Services Director through assignments, reports and conferences for review of work for conformance with municipal, departmental and County policies. Does related work as required at the County 911 Public Safety Answering Points (PSAP).

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Assigns locatable street addresses to structures consistent with an established grid for Oneida County addressing;

Receives all error reports from each of the PSAP's;

Reviews, validates and forwards to NYNEX (the 911 host telephone company) all error reports for verification and correction of the Oneida County Master Street Address Guide (MSAG) 911 database;

Creates addresses in cooperation with the Postal Service and local governments;

Acts as liaison for conflict resolution between Postal Service, local governments and affected property owners with regard to road names and street addresses;

Provides coordination and liaison between Oneida County's four PSAP's and the seven companies serving Oneida County and its 911 emergency telephone system;

Acts as the County's agent with municipalities for the address establishment of new construction of houses, housing developments, commercial centers and road naming;

Assists in the collection and organization of statistical data;

Assists in preparing quarterly and annual reports;

Prepares data by coding and editing a variety of source information prior to on-line entry into a computer system for processing;

Updates existing records and maintains the data base to ensure correct status information;

Maintains logs and other controls of source materials associated with data input, output and final format;

Recognizes errors in source documents or original entries and follows up with corrections prior to release for processing;

Prepares a variety of records and reports related to the work;

Provides coordination and liaison between Oneida County, the Oneida County PSAP's and NYNEX;

Adapts purchased software programs such as dBase, Lotus 1-2-3, Microsoft Access, Excel and others, as needed;

**TYPICAL WORK ACTIVITIES (cont'd):**

Performs updates of digitized municipal maps of Oneida County using mapping software such as Arc Info, Map info and GIS Plus;

Installs and upgrades purchased software;

Performs normal daily computer maintenance tasks, such as file organization, file backups and file restoration as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Good knowledge of computers, able to utilize various database programs; good knowledge of the theory and practice of operating data entry machines and other computer related peripheral equipment; good knowledge of office routine, practices and procedures; good knowledge of Oneida County geography and emergency service jurisdictions; working knowledge of the organization and functions of local government; ability to prepare graphic presentations of geographical and statistical material; ability to make field surveys; ability to read maps; ability to meet and deal with the public effectively; ability to communicate effectively, orally and in writing; ability to interpret verbal and written instructions; initiative; good judgement; tact; courtesy; dependability.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree, **AND** two (2) years of work experience in the operation of a micro-computer and related equipment; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree, **AND** four (4) years of experience in the operation of a micro-computer and related equipment; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** six (6) years of work experience in the operation of a micro-computer and related equipment; **OR**
- (D) An equivalent combination of training and experience, as defined by the limits of (A) through (C) above.

**NOTE:** Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

**SPECIAL REQUIREMENT:** Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.

Adopted: 02/17/95

Revised: 03/23/95, 05/12/95, 06/08/95, 06/21/95, 09/24/96, 11/03/97