



Administrative Coordinator

Department: Public Safety / Communications Center

Revised: December 2025

DESCRIPTION

This position is the liaison between the Communications Manager and the users of the Communications Center, to include: the public, Police Departments, Fire/EMS departments, legal offices, and other County departments. This position is required to handle lengthy time-sensitive tasks in a confidential manner, with skill and efficiency, and will have a direct impact on public safety.

SPECIFIC DUTIES

- Handle general office duties for the Communications Manager and Communications Staff
- Maintain databases for police agencies, fire departments, and other affiliated departments
- Update 9-1-1/Communications Center resource materials and databases
- Assists with all 9-1-1/Communications Center contracts and agreements by keeping database and obtaining signatures
- Support Training Coordinator with collection and the typing of training course materials and handle travel arrangements for staff training
- Acts as support for on-going projects at the Communications Center
- Assists with timesheets and payroll record keeping
- Acts as Communications Center backup for “background” tasks during high call volumes
- Participates in DPS functional exercises as needed
- Assist with continuous updates to Fire, EMS, Police, Telephone, Internal, and County Policy Manuals
- Handle daily accounting tasks such as: Requisition Requests, Purchase Orders, internal and external Invoices, Coding Slips, and completes Journal Entry Requests and Fund Transfers, as needed. Document outgoing funds categorically via spreadsheet for fast and accurate access, and bill agencies for services provided by the Communications Center.
- Assist Communications Manager with Preparation of the yearly PEMA Combined report
 - Complete all entries into the PEMA Webtool for expenses of the 9-1-1 Center throughout the previous year (averaging 700 entries)
 - Upload supporting documents to the PEMA Webtool, to include invoice and coding slip, for each entry made in the combined report
 - Enter call volume and uploads supporting reports to the PEMA Webtool
 - Enter CAD CFS volume into the PEMA Webtool
 - Assist Communications Manager in line by line comparison of 3070 audit trail and entries into the PEMA Combined report
- Compile and assemble monthly telephone reports
- Interface with new and existing Competitive Local Exchange Carriers (CLEC's)

- Reports new CLEC's to PEMA for proper accounting documentation which insures correct revenue collection.
- Other duties as assigned

WORKING CONDITIONS

The position is required to be available during emergency situations and attend night meetings as needed. When required, this employee is to be available on pager on a 24 hour a day basis and expected to respond to the Center in case of a disaster or emergency.

Working hours can fluctuate dependent on events and tasks that need completed on a specific schedule.

JOB QUALIFICATIONS

- Fully qualified requirements include an Associate's degree in a related field OR two (2) years of related experience.
- Considerable knowledge of office administration principles and techniques
- Ability to organize work and carry tasks to completion with little supervision
- Ability to establish and maintain effective working relationships with administrative officials, other employees, and the general public
- Ability to communicate effectively with career, volunteer, professional, and non-professional personnel
- Must submit to and pass a drug screening and background check per County policy
- Ability to multi-task

Company Description

County of Lycoming is a county in the U.S. Commonwealth of Pennsylvania and comprises the Williamsport Metropolitan Area. Lycoming is Pennsylvania's largest county by area and is a great place to live and work, offering outdoor adventures, history and culture, and sporting events.

Providing quality customer service to our citizens, business owners and visitors is County of Lycoming's top priority and that starts with our employees.

We offer an award-winning comprehensive benefits package, including generous paid holidays and vacation, a deferred benefit retirement plan, deferred compensation retirement plan availability, affordable medical and dental coverage, innovative wellness programs, extensive professional development opportunities, and more.

County of Lycoming is an Equal Opportunity Employer

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