

**CLASS SPECIFICATION**  
**Alarm Program Coordinator**

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under limited direction, plans, organizes and directs the City of Portland Alarm Administration Unit; plans, lays out, supervises and reviews the work of assigned staff; researches, analyzes and makes recommendations regarding ordinance revision; initiates changes to program policies and procedures; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

An Alarm Program Coordinator is responsible for the activities and operations of the Police Bureau's Alarm Administration unit, including the implementation and enforcement of applicable City code; the education of citizens and others in alarm-related issues, such as false alarm reduction; the responses to citizens and other agencies' requests, inquiries, complaints and concerns; and the review, evaluation, and development of recommended improvements to City code and program policies and procedures related to alarm administration.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve the unit's mission, goals and performance measures; participates in developing and monitoring performance against the annual unit budget; supervises, initiates, develops, recommends and implements plans, policies, systems and procedures applicable to unit responsibilities.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends merit increases and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City Charter, Code, human resources policies and labor contract provisions.
3. Provides leadership and works with staff to create a high performance, service-oriented work environment that supports the City's and Police Bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.

4. Coordinates the implementation and enforcement of City alarm ordinances; monitors staff contacts with and personally contacts citizens, alarm industry representatives and police department representatives about concerns, complaints and inquiries regarding false alarm responses and false alarm reduction, interpretation of and compliance with alarms ordinances and billings and other matters related to areas of responsibility.
5. Initiates, develops and implements guidelines and processes for citizens and businesses to appeal false alarm fines; serves as the appeals arbiter; researches 911-Bureau of Emergency Communications audio and other records to determine if the fines are consistent with the alarm ordinance; documents decision; presents findings to Police Chief if appeal is taken to the next level for a final decision.
6. In compliance with alarm ordinances, reviews and responds to citizen complaints and inquiries; reviews alarm-related reports and identifies and resolves problems; as directed, develops, implements and oversees alarm ordinance-related training for police officers and training and education programs for citizens.
7. Researches, analyzes and makes recommendations regarding alarm ordinance revision or performs other alarm-related special projects; researches, collects, compiles and analyzes data and develops recommendations; initiates, implements and supervises new and revised policies, programs, processes and procedures in compliance with all applicable City ordinances.
8. Prepares Alarm Unit Operating Budget; prepares financial and statistical reports to capture revenue and alarm statistics on a monthly basis; provides for audit of program revenues.
9. Plans for and evaluates the ability to administer ordinance activity for interested outside law enforcement jurisdictions.

#### **OTHER DUTIES**

1. Represents the City in interactions with regional and professional association contacts in issues pertaining to alarm ordinance implementation and compliance; establishes and maintains contact with appropriate representatives; actively participates in related meetings and conferences.

#### **MINIMUM QUALIFICATION**

##### **Knowledge of:**

1. City alarm ordinances, and related codes, laws, court decisions, procedures and practices.
2. Principles, practices and methods of program, administrative and organizational analysis applicable to the alarm program.
3. Trends, issues, methods, terminology and practices of alarm response, false alarm reduction and other related areas.
4. Principles, practices, tools and techniques of program planning, budgeting and management applicable to the alarm program.

5. Customer service principles, practices, techniques and methods.
6. Basic principles and practices of public outreach and involvement, including marketing principles and practices.
7. Principles and practices of sound business communications.
8. City practices and procedures for budget development and management, purchasing and maintenance of public records.
9. Training principles, practices, techniques and methods applicable to assigned responsibilities.
10. Principles and practices of effective supervision.
11. City human resources policies and labor contract provisions.

**Ability to:**

1. Plan, lay out, supervise and review the work of staff engaged in performing alarm ordinance administration activities.
2. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
3. Collect, evaluate and interpret appropriate and applicable data, either in statistical or narrative form.
4. Communicate effectively both orally and in writing.
5. Understand and interpret applicable laws, codes and ordinances.
6. Present information clearly and logically to senior management.
7. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
8. Operate computer and standard business software.
9. Use tact and diplomacy in dealing with sensitive situations and concerned people and customers.
10. Understand, interpret and respond to internal and external customer needs and expectations; coordinate program activities with internal and external customers and programs.
11. Establish and maintain effective working relationships with managers, alarm company representatives, citizens and others encountered in the course of work.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or a G.E.D. equivalent; and at least five years of progressively responsible experience in the area of alarm administration or a closely related field, including at least two of which were in a supervisory capacity; or an equivalent combination of training and experience. Experience in a public agency is preferred.

**Licenses; Certificates; Special Requirements:**

A valid state driver's license may be required for some assignments.

**PHYSICAL AND MENTAL DEMANDS**

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

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**Class History:**

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002.

This class is composed from position(s) within the following class(es)

7492 Community Relations Specialist Adopted: 07-01-92

Revised: 09-04-03 Revised classification specification to better clarify duties and requirements.

Revised: 01-21-04 Added additional wording to level of responsibility and direction received.

June 2009 - Change Job Class number from 7906 to 30000771, due to system change.