

SENIOR DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: This is responsible and periodically stressful work requiring the use and supervision of various types of telephonic, radio, and automatic signaling and communications equipment to receive and record calls for assistance for emergency and non-emergency situations and dispatch Police, Sheriff's Deputies, fire and emergency medical equipment or other public service employees to scenes of crimes, accidents, fires and other situations. This position is also responsible for the supervision of subordinate staff which includes but not limited to policy, procedure and scheduling. The incumbent must be computer literate and able to multi-task. The incumbent must be able to function calmly in emergencies and take appropriate action in an effective manner. The work is performed on a rotating shift basis which may include shifts on holidays and weekends as well as the evening and midnight hours, and may be required to work alternate shifts through and/or during off duty hours in the event of a major disaster. Work is performed under general supervision in accordance with established policy. Incumbents perform related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Participates in Quality Assurance/Quality Improvement process, policy and procedure development and review committee, training officer for any new hires; May act as a representative of management when administrative supervisors are not available; Receives communications regarding all types of assistance, emergencies, or problems from the general public, public entities, and other public safety agencies, follows provided office operating guidelines, obtains specific required information, and determines the proper course of action; Queries the caller in a calm, systematic manner to determine the seriousness and nature of the situation, the location, the services needed, and other information necessary to evaluate the situation; Initiates notification of the proper agency, and coordinates, assists or otherwise monitors the call/incident through resolution of the incident or handoff to another agency; Exercises sound independent judgment in dispatching services and coordinating the participation of various emergency personnel/equipment to the scene; Maintains a continuous log of all telephone and radio calls sent out or received; Operates telephone communications equipment and inputs data into computer aided dispatch systems utilizing a typewriter style computer terminal keyboard; Utilizes computerized data-bases (including eJustice) to access and record data and information; Resolves and updates computerized systems issues through established procedures; Receives and answers radio calls for various agencies and transfers calls to appropriate personnel; Receives and relays intra-county mutual aid calls; Receives and records in log, location of fire alarms and emergency calls; Performs filing, typing, and other clerical duties as needed; Gives instructions to callers and provides emergency medical instruction to callers using standard accepted medical guidelines; Maintains security and order of the control center.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the geography of the County and surrounding areas; Good knowledge of all emergency service providers within the surrounding area; Good knowledge of the operation of various types of telephonic, radio, and automatic signaling and communications equipment; Good knowledge of computer operation; Familiarity with police and emergency terminology, procedures and equipment; Ability to maintain records and prepare written reports; Ability to plan and supervise the work of others; Ability to understand and follow oral and written instructions; Ability to speak, write, and enunciate clearly; Ability to perform more than one operation simultaneously; Ability to type at an acceptable rate of speed; Clerical aptitude; Mental alertness; Resourcefulness; Dependability; Initiative; Good judgment; Tact and Courtesy; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education, supplemented by a course or experience in typing, AND EITHER:

- A. Completion of at least 12 semester credit hours at a regionally accredited NYS registered college or university in either Criminal Justice, Communications, Emergency Management or related course and two (2) years experience as a Dispatcher. OR
- B. Three years full-time, paid experience as a Dispatcher or an active member of an emergency service organization, i.e., firefighter in an organized fire department, law enforcement officer, emergency medical personnel for an ambulance service, or closely-related position, or as a Dispatcher in a private business. Part-time and volunteer experience will be pro-rated.

SPECIAL REQUIREMENT: Candidates must successfully complete initial Emergency Medical Dispatch training, CPR/AED and eJustice certifications prior to end of probationary period. Candidates are required to maintain ongoing continuing education requirements to maintain Emergency Medical Dispatch certification, CPR/AED and successfully complete and document annual routine in-house review and refresher training as required by the NYS 911 Board.

SPECIAL REQUIREMENT: Association of Public-Safety Communications Officials Public Safety Telecommunicator (APCO-PST) certification required at time of appointment and maintained during employment.

SPECIAL REQUIREMENT: Must obtain the APCO Certified Training Officer (CTO) and APCO Communications Center Supervisor (CCS) certifications within one year of hire and maintained during employment.

NOTE: Conviction of a felony, misdemeanor or other offense may disqualify incumbent appointment.

Adopted: 12/14/2020

Reviewed 8/5/21