

Department: Emergency Services  
Classification: Competitive  
Grade: 10

SPEC DISK F6  
DOCUMENT 56

## **EMERGENCY SERVICES CALL TAKER - DISPATCHER**

**DISTINGUISHING FEATURES OF THE CLASS:** Employees in the class are responsible for monitoring and dispatching a variety of emergency services (fire, rescue and ambulance, law enforcement, child protection services, disaster preparedness, etc.) Dispatchers also maintain radio communications with road patrol officers requesting back-up assistance. Incumbents monitor numerous telephone systems, alarm systems and radio frequencies simultaneously and must exercise sound independent judgment in prioritizing calls and dispatching appropriate emergency services to situations which may involve danger to life and/or damage to property as quickly as possible. This job involves an unusual working environment which includes high stress dealing with life and death situations, the need to remain calm in emergency situations and the need to be polite when dealing with angry and abusive people. Incumbents must maintain accurate records of all calls placed and received. Employees are required to work shifts which cover both day and night hours. May be required to perform various clerical duties as needed. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Receives calls from the public in need of fire, rescue, emergency medical, law enforcement or other emergency services and dispatches appropriate emergency personnel.  
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;  
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, records all fire and emergency equipment in the county, and logs equipment out of service;  
Operates telephone communications equipment and inputs data into computer aided dispatch systems utilizing a typewriter style computer terminal keyboard.  
Utilizes computerized data-bases (including NYSPIN system) to access and record data and information;  
Acts as a secondary radio dispatcher for other agencies such as child protection services, medical examinations, investigators; etc.;  
Receives and answers radio calls for various agencies and transfers calls to appropriate personnel;  
Receives and relays mutual aid calls in county and outside the county;  
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 instructions to callers using standard accepted medical guidelines.

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

Good knowledge of the operation of radio and telephone equipment and emergency services terminology & enhanced 911 numbering methodology

Good knowledge of the geography of the County;

Good knowledge of the various emergency services mutual aid plans in force in Essex County;

Some knowledge of GIS and mapping;

Ability to control telephone communications with distraught, confused callers through calm, carefully directed interrogation to obtain all pertinent information regarding the request for service;

Ability to transmit messages orally with good diction and a clear speaking voice;

Ability to quickly and accurately enter orally transmitted data utilizing a typewriter style computer keyboard.

Ability to use good judgment, tact and courtesy in talking with the public and in responding to requests for fire, rescue, emergency medical, law enforcement or disaster preparedness services;

Ability to follow oral and written instructions which pertain to job assignment and methods of performance;

Ability to use various office and secretarial equipment;

Ability to perform routine clerical tasks such as making written entries on simple records such as logs or lists, filing written records.

Ability to write legibly, prepare reports and maintain records;

Effective oral and written communication;

Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- (a) Graduation from high school or possession of a high school equivalency diploma and one year of experience in clerical, dispatching or two-way radio communications;
- (b) Two years of experience in clerical, dispatching or two-way radio communications;
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).

**SPECIAL REQUIREMENTS:**

- (1) Possession of CPR Certification that must remain current throughout employment;
- (2) Possession of EMD Certification that must remain current throughout employment;
- (3) Possession of Telecommunicator Certification that must remain current throughout employment;
- (4) Possession of E-Justice Certification that must remain current throughout employment

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