

Department: Town of Ticonderoga

Classification: Competitive

Grade: _____

SPEC DISK F6
DOCUMENT 05

PUBLIC SAFETY DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the skilled use of a telephone, radio telephone or radio in the transmission of communications and dispatching of police officers, firefighters and medical personnel and equipment in emergency situations. An employee in this class must have a good knowledge of police and fire district boundaries and possess the ability to make rapid and sound decisions. An employee in this class is also required to prepare various reports and records when not performing dispatch duties. The work is performed under the general supervision of the Police Chief or other public safety officials with considerable leeway provided for the use of independent judgment in reacting to emergency or life threatening situations. Supervision of others is not ordinarily a responsibility of the position. The incumbent does related duties as required.

TYPICAL WORK ACTIVITIES: *(Illustrative only)*

Answers incoming calls for police assistance, determines and contacts the closest available unit;
Dispatches officers, providing all available information at time of call;
Provides callers with assistance or information on telephone if possible;
Maintains log of calls and location of patrol cars;
Dispatches fire equipment, contacts ambulances or mutual aid and fire companies in response to request for aid;
Acts as receptionist and receives and responds to inquiries of individuals entering the office;
Files case files, fingerprint cards, local summonses, traffic tickets, and dispositions as directed;
Performs miscellaneous clerical tasks as directed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the geography of the municipality in which the work is performed; ability to operate radio or radio-telephone in the transmission and receipt of messages; ability to receive and relay messages in a manner which insures the communication of essential data to provide for effective action; ability to use good judgment and act quickly and calmly in emergencies; ability to speak, write and enunciate clearly; ability to prepare and maintain basic records and reports; ability to understand and follow oral and written instructions; mental alertness; tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (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).

Amended 05/30/95

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Dispatches officers, providing all available information at time of call;
Provides callers with assistance or information on telephone if possible;
Maintains log of calls and location of patrol cars;
Sends and receives messages by teletype or computer terminals;
Dispatches fire equipment, contacts ambulances or mutual aid and fire companies in response to request for aid;
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Adopted 08/10/89