

Department: Emergency Services
Classification: Competitive
Grade: 12

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DOCUMENT 06

SENIOR EMERGENCY COMMUNICATIONS DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for supervising, directing and coordinating the scheduling and utilization of communications personnel. 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: (Illustrative only)

- Supervises, directs and coordinates the scheduling and utilization of communications personnel;
- Plans, assigns, directs and review work of dispatchers;
- Enforces rules and regulation governing dispatchers;
- Checks to ensure all equipment is operational;
- Oversees the maintenance and of the 911 equipment and computer systems;
- Conducts training for dispatchers on the equipment and computer systems;
- Orders and maintains an inventory of supplies and materials;
- Reviews and records complaints concerning staff activities and takes appropriate action;
- Assists in the developing or revising emergency communication policies and procedures;
- Performs dispatching duties including answering radio transmissions, making request referrals and dispatching emergency units;
- Performs computer data entry operations (including NYSPIN system) to access and record data in a statewide information network;
- Maintains records and prepares reports of activities concerning the communication center including but not limited to leave usage and activities reports;
- 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;
- Gives instructions to callers and provides emergency medical instructions to callers using standard accepted medical guidelines.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of the operation of radio and telephone equipment and emergency services terminology and enhanced 911 numbering methodology; working knowledge of the geography of the County; working knowledge of the various emergency services mutual aid plans in force in Essex County; good knowledge of GIS and mapping; ability to plan and supervise the duties of other employees; 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 write legibly, prepare reports and maintain records; effective oral and written communication; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

PROMOTION: Eighteen (18) months of permanent competitive status as an Emergency Services Call Taker/Dispatcher.

OPEN COMPETITIVE:

- (a) Graduation from a regionally accredited or New York State registered college or university with an Associates degree in criminal justice, emergency medical services management, fire protection technology or closely related field and two years of experience as a dispatcher or active member of a paid or volunteer emergency services organization*; or
- (b) Graduation from high school or possession of a high school equivalency diploma and four years of experience as a dispatcher in an emergency services organization*; or
- (c) Graduation from high school or possession of a high school equivalency diploma and three years of experience as an active member of an emergency services organization* and one year of which must have been involving the performance of dispatching duties; or
- (d) An equivalent combination of training and experience as defined by the limits of (a), (b) and (c).

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.

* Examples of an emergency services organization would be firefighter in an organized fire department, law enforcement officer, emergency medical personnel for an ambulance service, or closely related position.

Adopted: 09/05/2008

Revised: 2/22/2024