

Department: Town of Ticonderoga
Classification: Competitive
Grade:

SPEC DISK F6
DOCUMENT 10

SENIOR PUBLIC SAFETY DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: This is a senior level position involving overseeing the daily operations of public safety dispatch unit. The employee also performs regular dispatch duties for the relay of information and dispatch of personnel and equipment used in the protection of life and property. Employees of this class must exercise precise judgment, alertness, and responsiveness in emergency situations.

General supervision is received from the Chief of Police or other safety officials. General supervision is exercised over Public Safety Dispatchers. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Trains new dispatchers and instructs current employees in new tasks or procedures;
Develops work schedules and is responsible for maintaining substitute coverage;
Participates in interviews for new employees;
Assists in employee evaluations;
Develops new procedures and systems for dispatch unit;
Answers and coordinates calls for services between the public and police, fire departments, ambulance, and other appropriate departments;
Dispatches emergency vehicles and ambulances for emergency and routine calls;
Determines priorities of service when necessary.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of dispatching techniques; good knowledge of required response to a variety of complaints and emergencies; good knowledge of the operation of a two-way radio; good knowledge of the techniques of radio and telephone courtesy; good knowledge of the services provided by various city, county, and town departments and agencies; good knowledge of standard policies and fire procedures; ability to quickly analyze emergency situations and take decisive action; supervisory ability; ability to plan and schedule the work of others; ability to read, interpret and apply regulations, guidelines and directions for the operation of a teletype, radio console, and computer terminal; ability to speak clearly and precisely; good judgment; mental alertness; dependability; 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 two (2) years of experience in dispatching or two-way radio communications, one (1) year of which shall have been in a public safety environment; or
- (b) Three (3) years of experience in dispatching or two-way radio communications, one (1) year of which shall have been in a public safety environment; or
- (c) Any equivalent combination of training and experience as defined by the limits of (a) and (b) above.

ADOPTED: 08/10/89