

Department: Emergency Services
Classification: Competitive
Grade: 14

SPEC DISK F6
DOCUMENT 58

SUPERVISING CALL TAKER - DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS:

This class has responsibility for supervising an Emergency Service Communication Center. The incumbent trains and supervises Emergency Services Dispatchers, evaluates performance, implements program policy and performs related administrative tasks. The work is performed with the constant pressure of providing emergency assistance without error that could be life threatening to the public. The incumbent performs dispatching duties as necessary. Work is performed under general direction with leeway for the exercise of independent judgment within established policy. Does related work as required.

TYPICAL WORK ACTIVITIES:

Supervises Emergency Services Dispatchers including evaluating work performance, scheduling shifts, authorizing use of leave, discipline, and training of new employees;
Prepare reports concerning the communication center activities including payroll records, leave usage, and activities reports;
Performs dispatching duties including answering radio transmissions, making requested referrals and dispatching emergency units;
Performs computer data entry operations to access statewide Police Information Network;
Ensures communications center is stocked with required supplies and materials and all equipment is operational.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the practices and procedures of the operation of Emergency Service Radio, telephone and related communication center equipment; Thorough knowledge of emergency service terminology; Thorough knowledge of the geography of the county; Thorough knowledge of the various emergency services mutual aid plans in force in the county; Good knowledge of the principles and practices of supervision; Ability to plan and supervise the work of others; Ability to train new employees in the correct procedures and conduct in the communications center; Ability to control telephone communications with distraught, confused callers, through calm, carefully directed interrogation to obtain all necessary information regarding services; Ability to speak in a clear voice with good diction; Ability to exercise good judgment, tact and courtesy in difficult, stressful situations; Ability to prepare and maintain records and reports; effective oral and written communication; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited or New York state registered college or university

Supervising Call-Taker Dispatcher

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with an Associates degree or higher in Criminal Justice, Emergency Medical Services Management, Fire Protection Technology or closely related field and one year experience as a dispatcher or as an active member (paid or volunteer) of an emergency services organization; OR

B) Three years experience as a Sr. Dispatcher in an emergency services organization; OR

C) Three years paid or volunteer experience as an active member of an emergency services organization, i.e., firefighter in an organized fire department, law enforcement officer, emergency medical personnel for an ambulance service, or closely-related position, one year of which shall have involved the performance of dispatcher duties; OR

D) An equivalent combination of experience as defined by the limits of (A), (B) and (C) above.

PROMOTION QUALIFICATIONS:

Three years as a Sr. Emergency Communications Dispatcher in the Essex County Emergency Services Department.

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.

Created: September 13, 2006

Revised: February 22, 2024