

CHIEF EMERGENCY SERVICES DISPATCHER

110-A

DISTINGUISHING FEATURES OF THE CLASS: This is a management level position in the competitive classified service. The Chief Dispatcher supports the E911 Coordinator by handling the day-to-day issues relative to the operation of the 911 communications center. Work is performed under the general supervision of the E911 Coordinator, with wide leeway permitted for the exercise of independent judgment in carrying out the details of the work. Due to the nature of the work, the incumbent must be available to work during large scale emergencies. Supervision is exercised over Senior Emergency Services Dispatchers and the Emergency Services Dispatchers. Does related work as required.

TYPICAL WORK ACTIVITIES:

Plans and oversees the work of Senior Dispatchers and Emergency Service Dispatchers;

Oversees Department payroll operations are completed and time-keeping procedures are followed;

Participates in the interview, selection, discipline, and termination of staff;

Identifies training needs and oversees implementation of training;

Addresses operational and personnel issues, including, but not limited to, counseling, disciplinary issues, employee misconduct and/or incompetence, grievances, performance evaluations, etc.;

Reviews and responds to service complaints received from police/fire/EMS agencies or from the public;

Oversees the review and analyzes call-taking and dispatching for quality assurance and quality improvement;

Liaison with the vendors, DCJS, other County departments, and other support services necessary to carry out operation;

Reports system defects to the E911 Coordinator and/or facilitates repair thereof;

Promotes and maintains a positive work environment within the workplace;

Assists the E911 Coordinator with development and implementation of policies and procedures,
and ensures staff compliance with same;

Assists the E911 Coordinator with preparation of the Division's budget;

Assists the E911 Coordinator in the research and analysis of operational issues;

Maintain certifications and ability to receive and dispatch 911 calls during operational emergencies.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the types of emergency services provided in the County; thorough knowledge of the geography and service providers' territories in the County; thorough knowledge of principles and practices of effective supervision; good knowledge of the laws, rules, and regulations that apply to the operation of an emergency communication system; ability to maintain an atmosphere of calm efficiency in stressful situations; ability to plan and supervise the work of others; ability to operate a computer; ability to maintain a positive work environment for all staff; ability to communicate effectively both orally and in writing; ability to perform routine clerical tasks; ability to develop and maintain effective working relationships with others; tact; patience; and resourcefulness.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of acceptable practices in managing an emergency communications center and personnel management; good knowledge of the laws, rules, regulations, policies and procedures necessary to operate an emergency communications center; good knowledge of the County's emergency service providers and related service territories; good knowledge of the local geography; familiarity with fire, EMS and law enforcement terminology; good knowledge of the equipment used in providing emergency communications services; ability to plan and supervise the work of others; ability to establish and maintain effective working relationships; ability to communicate effectively; ability to remain calm in the face of emergencies; tact; patience; resourcefulness; and sound judgment.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree or higher, and five (5) years of full-time supervisory experience in the field of emergency services communications; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree or higher, and seven (7) years of experience as outlined in (A) above.

***NOTE:** Qualifying experience in the field of emergency services communications must be within a 911 or other dispatch center.*

SPECIAL REQUIREMENTS:

(1) *Candidate must have a reputation for honesty and trustworthiness. Prior to appointment, candidates will be subject to post-offer, pre-employment background investigation including, but not limited to, a criminal record search to determine suitability for appointment. Conviction of a felony will bar an applicant for examination and/or appointment. Misdemeanor convictions may be disqualifying depending on type, number, severity, and recency.*

(2) *Appointees, within twelve (12) months, will be required to successfully complete ICS training 100, 200, 700 and 800.*

(3) *Appointees must receive all certifications required for 911 dispatching including, but not limited to: Public Safety Dispatcher, Emergency Medical Dispatch, EJustice, and CPR.*

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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NYS Civil Service Commission Approval: N/A

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