

EMERGENCY SERVICES DISPATCHER TRAINEE

109-C

DISTINGUISHING FEATURES OF THE CLASS: The trainee level is used to recruit candidates to the Emergency Services Dispatcher field. Trainees receive on-the-job training while performing duties of a limited professional nature, under close and continuing supervision. Trainee appointments are for a period of one year, following which incumbents receiving satisfactory ratings will be advanced to the title of Emergency Services Dispatcher without further examination.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Assists dispatchers in receiving calls and queries callers to determine emergency situation;

May record the location of fire alarm, medical emergencies and other emergency calls;

Assists in the dispatch of people and equipment to the scene of a fire or other emergency situation and dispatches additional coverage as needed;

May relay emergency information to law enforcement agencies, utility companies, ambulance squads, fire companies, etc.;

Maintains a continuous log of all radio and telephone calls sent out or received;

Utilizes computerized database to access and record data and information;

Maintains records of all fire and emergency equipment in the County and logs any equipment out of service;

May operate civil defense warning system and activate all sirens in the County in case of alert;

May receive and relay intra-county mutual aid calls;

Reports any defective equipment immediately;

Maintains a variety of records and prepares reports of activities, performing clerical duties as needed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Good knowledge of the geography of the County; working knowledge of two-way radio procedures, installation and operation; working knowledge of emergency medical terminology and procedures and to give emergency medical dispatch directions as required; knowledge of firematic terminology; knowledge of computer operations; ability to access and read maps; ability to think clearly in stressful situations; ability to memorize procedures, geography, etc.; ability to control telephone communications through carefully directed interrogation to obtain all pertinent information; ability to receive and relay messages in a manner which insures the communication of essential data to provide for effective action; ability to establish and maintain effective working relationships with others; ability to follow oral and written instruction; ability to type accurately; ability to perform clerical operations involving alphabetizing, comparing, checking and counting; ability to use written directions to code and decode information accurately; ability to accurately perform data entry functions at a moderate rate of speed using both alpha and numeric characters; ability to write legibly and prepare simple logs and reports; mental alertness; good judgment in emergencies; good diction; tact; and courtesy.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and one year of verifiable full time paid work experience.

SPECIAL REQUIREMENTS:

(1) Candidate must have a reputation for honesty and trustworthiness. Prior to appointment, candidates will be subject to a 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 from 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 a course in Public Safety Dispatch as sponsored by the New York State Department of State, Office of Fire Prevention and Control, or comparable course, and Emergency Dispatch certification administered by APCO International.

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

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Last Reviewed: May 16, 2000

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Revised in Classplan on 4/26/06

Revised in Classplan on 4/4/17

Revised and Replaced in Classplan: 2/2/2023