

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for the skilled use of a telephone, radio, computer, teletype or other equipment in the transmission of communications and dispatching of law enforcement officers, firefighters, medical personnel and other emergency equipment at a county operated emergency services dispatching center. An employee in this class must have a good knowledge of police, fire and ambulance district boundaries and possess the ability to make rapid and sound decisions with a high degree of accuracy and alertness. Work is performed under general supervision in accordance with established procedures, with latitude to use independent judgment in reacting to emergency or life threatening situations. Supervision of others is not ordinarily a responsibility of this position.

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.*

Receives and queries callers to determine emergency situation;

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

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

Relays 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;

Receives and relays 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

CHARACTERISTICS: Good knowledge of two-way radio procedures, installation and operation; good knowledge of the geography of the County; good knowledge of emergency medical terminology and procedures and to give emergency medical dispatch directions as required; working knowledge of firematic terminology; working 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 instructions; 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:

Possession of a high school or equivalent diploma and either:

- (A) One (1) year of full time or equivalent experience as an active member of an emergency services organization, including dispatching/radio communications; or
- (B) Three (3) years of volunteer experience as an active member of an emergency services organization, including dispatching/radio communications.

NOTE: Qualifying positions in an emergency services organization include positions such as firefighter in an organized fire department, law enforcement officer, emergency medical personnel for an ambulance service or similar positions.

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