

SENIOR EMERGENCY SERVICES DISPATCHER

109-A

DISTINGUISHING FEATURES OF THE CLASS: This is important supervisory work involving the oversight, supervision and participation in the activities of the County's emergency communications center during an assigned shift. The work involves overseeing the receipt of emergency and non-emergency telephone calls, appropriate processing of the calls, and proper dispatch of public safety personnel and equipment, while maintaining a calm atmosphere in high-stress situations. Work is performed under general supervision of the Chief Emergency Services Dispatcher with leeway allowed for independent judgment. Supervision is exercised over dispatching staff. Employees are required to work shifts which cover day, night, and weekend hours. Does related work as required.

TYPICAL WORK ACTIVITIES:

Supervises the operation, during an assigned shift, of the County emergency communications system;

Supervises and ensures the effective receipt and dispatch of emergency and non-emergency telephone calls;

Communicates with County police, fire, and EMS personnel to promote an effective working relationship;

Assists in the implementation and enforcement of center policies and procedures;

May participate in interview of prospective staff, and recommend hiring or termination of employees;

Develops and delivers staff training programs;

Responds to complaints from the public or others;

Monitors the operation of center equipment and ensures that equipment needing repair or replacement is reported to a supervisor;

Takes such training as is requirement by Department policy;

Keeps records and prepares reports as required;

May assist visitors to the facility;

May work with the E911 Coordinator and Chief Emergency Services Dispatcher to develop and implement best practices and policies related to the standardization and use of the CAD systems for the 911 Dispatch Center;

May participate in the Department's QA/QI program;

Participates in training of new dispatch staff and providing daily observation reports; and

Promotes and maintains a positive work environment within the workplace.

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.

MINIMUM QUALIFICATIONS:

- (A) Completion of sixty (60) credits at a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees, and four (4) years of full-time experience in the field of emergency services communications, including or supplemented by two (2) years of full-time supervisory experience in the field of emergency service communications.

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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Revised and Replaced in Classplan: 5/15/2025 (Edu)