

## **DISPATCHER**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for receiving messages and for the efficient dispatch of messages, assistance and equipment. The position is normally found in a municipal police department or highway department. Work is performed under the general supervision of a higher level employee. Supervision of others is not normally a responsibility of the class. Does related work as required.

**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.

Dispatches police, various equipment and personnel based on instructions from supervisory personnel and others;

Answers telephone calls on emergency and non-emergency phone lines;

Receives complaints or questions, interviews persons concerning their situations, and makes appropriate referrals;

May operate the NYSPIN computer system in accordance with established policies;

May operate the CAD or other Geographic Information System in accordance with established policies;

Performs routine clerical tasks such as typing and filing;

May perform clerical tasks using computerized database;

Notifies or pages personnel as needed;

Maintains continuous log of all radio and telephone communications;

Maintains log of equipment dispatched;

Reports defective equipment for immediate repair;

Maintains a neat and orderly communications room;

During snow storms and other emergencies dispatches personnel to areas needing assistance and records areas cleared.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of the geography of the municipality; good knowledge of the operating principal of two-way radio communications; ability to operate various radio equipment; ability to think clearly and act quickly in various situations including emergency situations; ability to establish and maintain effective working relationships with others; ability to follow oral and written instructions; ability to write legibly and prepare brief, but accurate

reports; clerical aptitude; willingness to work unusual hours; mental alertness; clear speaking voice; tact and courtesy; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from high school or possession of a high school equivalency diploma; **OR**
- B. One year of experience or its' part-time/ volunteer equivalent in the operation of two-way radios; **OR**
- C. An equivalent combination of training and experience as defined by the limits of A and B above.

ULSTER COUNTY  
2760 DISPATCHER  
Classification: Competitive  
2761 DISPTCH PT  
Classification: Non-Competitive  
2762 DSPTCH HLP  
Classification: Non-Competitive  
OA

Adopted: March 26, 1971  
Revised: April 14, 1981  
Revised: July 17, 1990  
Revised: October 7, 1992  
Revised: September 29, 1998