

EMERGENCY SERVICES DISPATCHER II

DISTINGUISHING FEATURES OF THE CLASS: An employee in this position is responsible for supervising subordinate dispatchers and in dispatching police, fire and medical services to various situations and locations. An employee will supervise and participate in relaying important information to law enforcement agencies, fire fighting personnel and emergency medical services. Work is performed under general supervision of a higher level employee in accordance with well established policies and procedures with leeway allowed to resolve problems as they occur. Supervision may be exercised over the work of subordinate personnel and may vary in degree depending on location. Employees in this class must exercise sound judgement in response to various emergency situations. 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.

Supervises and participates in the answering of telephone calls on emergency and non-emergency phone lines;

Supervises and participates in dispatching of Police Officers to citizen complaints and emergencies;

Supervises and participates in dispatching fire fighters and equipment to fires and other related scenes;

Supervises and participates in dispatching ambulances and other emergency service personnel and equipment;

Supervises and participates in the relaying of important information to law enforcement agencies, emergency medical services, etc;

Supervises and trains new dispatcher personnel;

Supervises and participates in the notification or paging of other personnel as needed;

May perform clerical tasks such as typing and filing;

May maintain a continuous log of all radio and telephone communications;

May maintain a log of complaints received and equipment dispatched;

Operates a NYSPIN computer system in accordance with established policies;

Operates a CAD or other Geographic Information System in accordance with established policies;

May monitor automatic burglary, robbery and fire alarms;

Performs supervisory functions such as staff scheduling, performance appraisals and related functions;

Reports defective equipment for immediate repair;

Supervises and participates in the maintenance of a neat and orderly communications room.

Supervises and participates in the maintenance of records of all fire and emergency equipment and logs any equipment in/ out of service;

Supervises and participates in the operation of the civil defense warning system and activates all sirens in case of alert;

Supervises and participates in the receiving and relaying of intra-county mutual aid calls.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of the geography of the municipality; thorough knowledge of the operating principal and maintenance of a two way radio communication system; good knowledge of logistics of medical emergencies, police emergencies, and fire fighting; ability to operate various radio equipment; ability to think clearly and act quickly in various situations; ability to remain calm in stressful situations; ability to direct emergency services through the quickest and safest route; ability to establish and maintain effective working relationships with others; ability to follow oral and written instructions; ability to plan and supervise the work of others; ability to write legibly and prepare brief, accurate reports; clerical aptitude; mental alertness; clear speaking voice; tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Promotion: Twelve (12) months of permanent competitive class status as an Emergency Services Dispatcher I.

Open Competitive: Either

- A. Graduation from high school or possession of a high school equivalency diploma and thirty (30) months of full-time paid experience or its' part-time/ volunteer equivalent in the operation of two-way radios in police, fire or ambulance services or related work; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and fifteen (15) months of full-time paid experience or its' part-time/ volunteer equivalent in the operation of two-way radios in public works, taxi, bus, or other fleet operation settings and fifteen months (15) of full-time work experience or its' part-time/volunteer equivalent in police, fire or ambulance services.

Special Note: A background investigation will be performed on all candidates. If a candidate has been convicted of any crime (felony or misdemeanor), it does not represent an automatic bar to employment. Each case is considered and evaluated on individual merits in relation to the duties and responsibilities of the position.

ULSTER COUNTY
2909 EM SR D II
Classification: Competitive
Grade: 14
Union: CSEA

Adopted: August 6, 2008