

EMERGENCY SERVICES DISPATCHER TRAINEE

DISTINGUISHING FEATURES OF THE CLASS: This is a one year traineeship position which involves responsibility in dispatching police, fire and medical services to various situations and locations. Work assignments will be similar to those performed by an Emergency Services Dispatcher I including receiving 911 emergency calls, dispatching police personnel, fire and ambulance services to various citizen complaints and emergencies. An incumbent of a trainee position works under very direct supervision at first, becoming increasingly independent as the training progresses and at some point during the training period is expected to become capable of functioning without supervision. In accordance with civil service rules, upon successful completion of the year traineeship period, the incumbent is automatically appointed to full performance level without further examination. Work is performed under the direct supervision of a higher level employee in accordance with well established policies and procedures. Employees in this class must exercise sound judgement in response to various emergency situations. Supervision is not a normal responsibility of this position. 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.

Receives training in answering telephone calls on emergency and non-emergency phone lines;

Receives training in answering 911 emergency calls from the public;

Receives training in performing data entry while speaking on the radio or telephone;

Receives training in dispatching Police Officers to citizen complaints and emergencies;

Receives training in dispatching firefighters and equipment to fires and other related scenes;

Receives training in dispatching ambulances and other emergency service personnel and equipment;

Receives training in providing Emergency Medical Dispatch pre-arrival instructions;

Receives training in relaying important information to law enforcement agencies, utility companies, etc.;

Receives training on how to assist defusing and calming potentially violent situations;

Performs routine clerical tasks such as typing and filing;

May perform clerical tasks using computerized database;

Notifies or pages other personnel as needed;

Receives training in maintaining a continuous log of all radio and telephone communications;

Receives training in maintaining a log of complaints received and equipment dispatched;

Receives training in the operation of a NYSPIN computer system in accordance with established policies;

Receives training in the operation of a CAD or other Geographic Information System in accordance with established policies;

May monitor automatic burglary, robbery and fire alarms;

Reports defective equipment for immediate repair;

Maintains a neat and orderly communications room.

Receives training in maintaining records of all fire and emergency equipment in the county and logs any equipment in and out of service;

Receives training in the operation of a civil defense warning system and activates all sirens in county in case of alert;

Receives training in receiving and relaying intra-county mutual aid calls.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of the geography of the municipality; working knowledge of the operating principal of two-way radio communications; working knowledge of logistics of medical emergencies, police emergencies, and fire fighting; ability to learn how to operate various radio equipment; ability to think clearly and act quickly in various situations; ability to direct emergency services through the quickest and safest route; ability to remain calm in stressful 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; mental alertness; clear speaking voice; tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from high school or possession of a high school equivalency diploma and six (6) 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 three (3) 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 three (3) months 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.

Special Requirement for appointment to Ulster County positions: In accordance with Ulster County Legislative Local Law Number 14 of 2007 or by other State and Federal Statutes, candidates for employment to all Ulster County positions must obtain clearance for appointment from the Department of Criminal Justice Services or other mandated Federal and State regulatory authority based upon fingerprinting and a criminal history background check.

If this is an Ulster County position it will require a criminal background check and a candidate will be required to complete and sign a Criminal Background Investigation Release Form. Upon a conditional employment offer a candidate will be required to be fingerprinted accordingly.

ULSTER COUNTY
2905 EM SR D TR
Classification: Competitive
Grade: 12
Union: CSEA

Adopted: August 6, 2008