

EMERGENCY SERVICES DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility in dispatching police, fire and medical services to various situations and locations. The position may be filled at the trainee level. Upon successful completion of a one year training period in accordance with civil service rules, the incumbent is automatically appointed to the full performance level without further examination. Work is performed under direct supervision of a higher level employee in accordance with well established policies and procedures with leeway to resolve problems as they occur. Employees in this class must exercise sound judgement in response to various emergency situations. This class differs from that of Senior Emergency Services Dispatcher by virtue of the lack of supervisory responsibility. 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.

- Answers telephone calls on emergency and non-emergency phone lines;
- Receives 911 emergency calls from the public;
- Performs data entry while speaking on the radio or telephone;
- May dispatch Police Officers to citizen complaints and emergencies;
- May dispatch firefighters and equipment to fires and other related scenes;
- May dispatch ambulances and other emergency service personnel and equipment;
- Provides Emergency Medical Dispatch pre-arrival instructions;
- Relays important information to law enforcement agencies, utility companies, etc.;
- Assists to defuse and calm 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;
- Maintains continuous log of all radio and telephone communications;
- Maintains log of complaints received and equipment dispatched;
- May operate NYSPIN computer system in accordance with established policies;

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May operate the 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.

Maintains records of all fire and emergency equipment in the county and logs any equipment in and out of service;

Operates civil defense warning system and activates all sirens in county in case of alert;

Receives and relays intra-county mutual aid calls.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the geography of the municipality; good knowledge of the operating principal of two-way radio communications; working 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 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 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 one year of 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. Two (2) years of experience as described in A above; **OR**
- C. An equivalent combination of training and experience as defined by the limits of A and B above.

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
2912 EM SRV DIS
Classification: Competitive
2913 EMS DIS PT
Classification: Non-Competitive

Adopted: April 11, 1978
Revised: June 12, 1981
Revised: July 17, 1990
Revised: September 29, 1998

Emergency Services Dispatcher

Grade: 1

Union: PBA