

SENIOR DISPATCHER – TOWN OF ULSTER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the supervision and training of all dispatchers employed in the Town of Ulster Police Department, and for participating in dispatching and related work. Work is carried out in accordance with established procedures. The position is under the general supervision of a higher level employee or official. Supervision is exercised over subordinate employees. 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 dispatching of Police Officers to citizen complaints and emergencies utilizing radio and computer assisted dispatching technology;

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

May supervise and participate in dispatching firefighters and equipment to fires and other related scenes;

May supervise and participate in dispatching ambulances and other emergency service personnel and equipment;

Supervises and participates in the relaying of important information to law enforcement agencies, utility companies, etc.;

Participates in the preparation and maintenance of the agency budget;

Supervises and trains new dispatcher personnel;

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

Performs clerical tasks such as typing and filing;

Maintains continuous log of all radio and telephone communications;

Maintains log of complaints received and equipment dispatched;

Operates NYSPIN computer system in accordance with established policies;

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.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the geography of the municipality; thorough knowledge of the operating principals and maintenance of a two way radio communication system; good knowledge of computer assisted dispatching operations; thorough knowledge of the logistics of police emergencies; good knowledge of logistics of medical 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 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: Either:

- A. Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience in emergency service dispatching which may include police, fire or ambulance dispatching or related work; **OR**
- B. Three (3) years of experience as described in A above.

ULSTER COUNTY
6135 SR DISP UL
Classification: Competitive
OA

Adopted: January 18, 1996
Revised: February 8, 1996