

## **SENIOR EMERGENCY SERVICES DISPATCHER**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for supervising subordinate dispatchers and in dispatching police, fire and medical services to various situations and locations. 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. This class differs from that of Chief Emergency Services Dispatcher by virtue of the level 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.

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

May supervise and participate in dispatching of Police Officers to citizen complaints and emergencies;

May supervise and participate in dispatching fire fighters 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.;

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;

May operate NYSPIN computer system in accordance with established policies;

May monitor automatic burglary, robbery and fire alarms;

May perform 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.

When Assigned To County Fire Control:

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 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.

Open Competitive: Either:

- A. Graduation from high school or possession of a high school equivalency diploma and one year of full-time experience or its' part-time equivalent in emergency service dispatching which may include police, fire or ambulance dispatching or related work; **OR**
- B. Two (2) years of full-time paid experience as stated in A above; **OR**
- C. An equivalent of training and experience as indicated in A and B above.

ULSTER COUNTY  
6150 SR ES DISP  
Classification: Competitive  
Grade: 13  
Union: CSEA

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