

PUBLIC SAFETY DISPATCHER

45042

(Competitive)

DISTINGUISHING FEATURES OF THE CLASS

The work involves responsibility for the transmission of emergency information and the dispatch of fire/rescue, EMS/police personnel and equipment. Under the general supervision of a Supervisor of Dispatch Operations, an employee in this class operates a variety of communications equipment including radio and telephone equipment and computer terminals to relay information and dispatch emergency personnel and equipment. Within the parameters of established policies and procedures, employees in this class exercise independent judgement, alertness and responsiveness in emergency situations. The employee may also be required to perform the duties of a Public Safety Telecommunicator, answering emergency and non-emergency calls for service from the public. The employee may be required to transmit information including emergency medical services prearrival instructions in unique/critical situations as directed by a supervisor. The job involves an unusual working environment which includes high stress dealing with life and death situations, requiring the need to remain calm in emergency situations, remain in control of the call and be polite in dealing with frustrated, angry and abusive people. Employees in this class are required to assist with the training, development and evaluation of new personnel. This class requires shift work covering both day and night hours. Supervision of subordinate employees is not exercised by this class. Does related work as required.

TYPICAL WORK ACTIVITIES

May perform all typical work activities of a full performance Public Safety Telecommunicator as required.

Dispatches emergency and non-emergency calls using the proper dispatch formats as outlined in the communications center policies and procedures.

Satisfies equipment requirements for events using the response plan.

Operates assigned radio frequencies, including primary/secondary fire/EMS radio frequencies.

Practices proper radio dispatching techniques using appropriate terminology in a calm and professional manner.

Makes notifications as appropriate using the automatic paging system.

Establishes communication links between hospitals and EMS units.

Communicates with field units and hospitals using appropriate police, fire/EMS terminology and codes as required. Answers questions and/or inquiries from the general public, police/fire stations, their personnel and other agencies.

Documents event entries with all pertinent information received

Relays messages completely and accurately.

Monitors, comprehends and transcribes radio traffic; monitors all active events while maintaining equipment and unit status.

Monitors unselected police radio frequencies including but not limited to the State inter-system frequency.

Operates the CAD and C.H.A.I.R.S. system terminals and keyboards, unit and event status monitor and radio/telephone equipment.

Changes/updates event types based on information received to satisfy equipment complements. Maintains control of assigned radio frequencies at all times.

Reviews and modifies when necessary computer dispatch recommendations.

Runs NYSPIN/NCIC inquiries as requested.

Monitors and updates unit/event status timers.

Satisfies unit requirements for events based on event type and information received.

Develops knowledge and demonstrates proper application of all CAD features related to police and fire/EMS dispatching.

Operates backup systems during primary system failure.

Maintains current unit status on unit status cards during manual operations.

Documents event information on complaint cards completely and accurately during manual operations, showing proper use of cardholders for tracking units/events.

Demonstrates the proper use of the street directory, response maps and other documents associated with manual operations.

Notifies utility companies and other agencies as needed.

Contributes to and participates in the team effort of training, development and evaluation of new personnel, cross training of veteran personnel and the continued training of all personnel.

Maintains work environment in a safe and clean condition at all times.

Performs other tasks as assigned by supervisors.

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FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Thorough knowledge of the CAD event types and CAD dispatch commands for police, fire and EMS dispatching.

Good knowledge of all emergency service providers within the county.

Good knowledge of the communications center policies and procedures.

Good knowledge of Federal, State and local laws, rules and regulations that pertain to the operation and function within a communications center.

Good knowledge of the geography, patrol territories, fire districts, roads, streets, highways and special hazards within the county.

Ability to act quickly, calmly and effectively in an emergency situation.

Ability to control telephone conversations with distraught, confused callers through calmly, carefully directed interrogation to obtain all pertinent information regarding the request for service.

Ability to use tact, good judgement and courtesy when dealing with the public and other concerned parties.

Ability to establish and maintain a good working relationship with supervisory personnel, other employees and the general public.

Ability to follow oral and written instructions which pertain to job assignments and methods of performance.

Ability to communicate clearly and concisely, both orally and in writing.

Ability to read, speak and write English.

Ability to quickly and accurately enter orally transmitted data utilizing a computer keyboard.

Ability to perform routine clerical tasks such as making written entries on simple records such as logs or lists, filing written records in alphabetical order or numeric sequence, simple typing/data entry not requiring a skilled typist and updating records used to dispatch.

MINIMUM QUALIFICATIONS

Promotion:

One (1) year of permanent competitive status as a Public Safety Telecommunicator.

Open Competitive:

A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associates degree in Criminal Justice, Homeland Security and Disaster Preparedness, Police Science or Fire Protection Technology; or

B) One (1) year of full-time paid experience, or its part-time equivalent, as a call taker or dispatcher in a computer aided public safety dispatch/communications operation; or

C) One (1) year of full-time paid experience, or its part-time equivalent, as a police officer which must have included successful completion of the Municipal Police Training Council Basic Course for Entry Level Police Officer **and** six (6) months of experience, or its part time equivalent, using a personal computer to input information and/or create documents and spreadsheets; or,

D) One (1) year of full-time paid experience, or its part-time equivalent, as a firefighter or air crash rescue worker which must have included successful completion of basic fire service training inclusive of fire suppression **and** six (6) months of experience, or its part time equivalent using a personal computer to input information and/or create documents and spreadsheets; or,

E) One (1) year of full-time paid experience, or its part-time equivalent, as an Emergency Medical Technician in a paid ambulance service **and** six (6) months of experience, or its part time equivalent, using a personal computer to input information and/or create documents and spreadsheets; or,

F) Two (2) years* as an active volunteer firefighter in an organized volunteer or paid fire department which must have included successful completion of basic fire service training inclusive of fire suppression **and** six (6) months of experience, or its part time equivalent, using a personal computer to input information and/or create documents and spreadsheets; or,

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MINIMUM QUALIFICATIONS CONT'D.

G) Two (2) years* of active volunteer experience in an organized volunteer ambulance organization which must have included successful completion of basic and intermediate emergency medical training **and** six (6) months of experience, or its part time equivalent, using a personal computer to input information and/or create documents and spreadsheets; or,

H) Two (2) years of full-time paid experience, or its part-time equivalent, as a dispatcher for a public agency (e.g. local government, highway department or DPW, school district), branch of the military, or private company (e.g. utility, taxi cab service, central alarm center, security service, railroad) **and** six (6) months of full-time paid experience, or its part-time equivalent, using a personal computer to input data and/or create documents and spreadsheets. Dispatch experience must include receiving and transmitting telephone and two-way radio messages, recording pertinent information, determining priority assignments, tracking vehicles and equipment, and retrieving information from records and/or computer databases.

NOTE: *Two (2) years as a volunteer firefighter/Emergency Medical Technician means length in time in calendar years as an active member in good standing of a volunteer fire department/ambulance organization. This does not have to be full time experience.

SPECIAL NECESSARY REQUIREMENT

Education: At time of appointment, candidates must be high school graduates or holders of a high school equivalency diploma issued by an education department of any of the states of the United States or holders of a comparable diploma issued by any territory, commonwealth, or possession of the United States or by the Canal Zone or holders of a report from the United States Armed Forces certifying successful completion of the tests related to general education development, high school level.

SPECIAL NECESSARY REQUIREMENT

Successful completion of a course and certification for Emergency Medical Dispatch (EMD) during the employee's probationary period.

08/2017 Revised