

DEPARTMENT: SHERIFF
CLASSIFICATION: COMETITIVE
APPROVED: JUNE 27, 2014

SENIOR SHERIFF DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: The primary responsibility of an incumbent in this class is to receive and record E911, fire and Emergency Medical Service (EMS) calls and dispatch the appropriate firefighters, police, paramedics, and equipment to the scene. However, this employee will also serve as a lead dispatcher on a given shift providing direction and guidance to other dispatchers. The incumbent is required to operate a computer, related peripheral equipment, radios, telephones and a variety of other emergency communications equipment in order to receive and relay fire, police, emergency medical service and other personnel to fire scenes and other emergencies. Employees in this class must maintain a high degree of alertness, accuracy and a steady demeanor in responding to crisis situations. Incumbents perform a variety of clerical duties related to their communication functions. The work is performed in accordance with established policy under the general supervision of a higher-ranking officer with leeway allowed for the exercise of independent judgment in carrying out technical details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Serves as a lead dispatcher on a given shift providing direction and guidance to other dispatchers;
2. Monitors dispatch activities for quality performance and ensures that policies and procedures are adhered to;
3. Assigns additional duties to other dispatchers and ensures that assignments are completed;
4. Responsible for notifying the appropriate party when radio problems, CAD problems, unusual incidents, multiple mutual aid responses or complaints occur;
5. Serves as the primary contact person for agency supervisors requiring immediate information;
6. Performs in-service training, quality assurance and instruction to dispatchers in procedural matters;
7. Performs in-service orientation and training of new hires and regularly evaluates their performance;
8. Performs personnel evaluations;
9. Receives and records E911, fire and emergency medical service telephone calls, and transfers to the appropriate party;
10. Operates a computer and radio communications equipment and CAD to dispatch emergency personnel;
11. Dispatches personnel and equipment to fire, emergency medical scenes, and other;
12. Monitors police, fire and EMS radio frequencies as well as a closed circuit television system to maintain building security;
13. Maintains and files a variety of records and prepares reports of activities;
14. Receives complaints from the public, provides information and refers callers to the proper individuals or agencies.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the geography of the county including location of streets, towns, villages, water systems, college campuses, apartment complexes, fire department and emergency medical service operating areas, etc.; thorough knowledge of the operation of radios, two-way communication system, including FCC regulations, computers, and telephone equipment; good knowledge of the E911 system; good knowledge of different types of alarm systems; good knowledge of the tape recording and playback system; good knowledge of EMS fire department terms and terminology of fire equipment; skill in using an alphanumeric keyboard; ability to plan, assign and supervise the work of Dispatchers; ability to communicate orally during emergency situations; ability to perform computer aided dispatch data entry at an acceptable rate of speed; ability to manipulate an alphanumeric keyboard in order to prepare reports clearly and accurately; ability to understand and follow oral and written instructions; ability to understand medical terminology and communicate with a hospital emergency room; ability to perform calmly and efficiently in emergency situations; ability to deal effectively with the public in stressful situations; clerical aptitude; mental alertness and good judgment in emergencies; tact and courtesy; physical condition commensurate with the demands of the position.

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MINIMUM QUALIFICATIONS:

SUGGESTED PROMOTIONAL: Four (4) years of full-time permanent competitive status as a Sheriff Dispatcher immediately preceding the date of the written examination.

OPEN COMPETITIVE: Graduation from high school or possession of a high school equivalency diploma **and** four (4) years of full-time paid experience as a Dispatcher in an Emergency Communications Center (part-time or volunteer experience does not count).

SPECIAL REQUIREMENT:

1. Applicants must possess Emergency Medical Dispatch (EMD) certification at the time of appointment;
2. An applicant must be eligible for all DCJS and NCIC certifications at the time of application and, if hired, must maintain such eligibility throughout the life of employment;
3. Appointees must possess Basic CPR certification at the time of appointment and maintain certification in Basic CPR throughout the life of employment. Certification can be through the: American Heart Association as Basic Life Support Health Care Provider (including infant, child and adult), American Red Cross or any other equivalent as determined by the Personnel Officer;
4. Possession of applicable New York State Driver's License at time of appointment & throughout employment.