

DEPARTMENT: SHERIFF
CLASSIFICATION: COMPETITIVE
APPROVED: MAY 22, 2025

SHERIFF DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the Niagara County Sheriff's Office and involves responsibility for staffing the telecommunications and radio dispatch console on an assigned shift in receiving and transmitting messages and requested information to several law enforcement agencies, fire and rescue agencies, and performing related communications activities involving operation of telephones, radio equipment, local, state and federal data bases and computers. Employees in this class must be able to function calmly in emergencies and take appropriate action in an efficient manner. The work is performed 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. Operates radio equipment to direct patrol cars to the scenes of crimes, accidents, citizen complaints or other emergencies;
2. Answers incoming telephone calls and provides information or receives complaints from the public;
3. Directs activities of law enforcement officers on patrol by setting priorities of assignment based on information received at the communications center;
4. Dispatches fire and emergency medical services for the Fire Service;
5. Operates computer databases to obtain and relay information about motor vehicles, suspected law violators, etc.;
6. Monitors police, fire and citizens band frequencies continuously to be aware of occurrences which may require involvement of the Sheriff's Office and other law enforcement agencies;
7. Makes periodic time and location checks for law enforcement patrols;
8. Prepares and maintains a variety of logs, records, reports and inventories in relation to the location and activity of patrol units, and all calls received on tour of duty;
9. May be assigned equipment security or training responsibilities.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of telephone and two-way radio equipment operating procedures; working knowledge of the geography and municipalities in the County; ability to remain calm in emergency situations; ability to be courteous yet firm with the general public; ability to understand and execute several complex oral and written directions simultaneously; ability to maintain records and prepare reports; ability to express oneself clearly by radio, on the telephone or in person; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma **and one of the following:**

1. One (1) year of full-time paid experience as a call taker or dispatcher in an emergency services organization that involved working on automated equipment for dispatching information; **OR**
2. Two (2) years of full-time paid experience as a call taker or dispatcher in a private business that involved working on automated equipment for dispatching information; **OR**
3. Two (2) years of full-time paid clerical or customer service experience that involved entering data into a computer, telephone operations, and dealing directly with the public or customers; **OR**
4. Two (2) years of military service in a communications division which involved working on automated equipment for dispatching information; **OR**
5. Two (2) years of paid or volunteer experience as an active member of an emergency services organization such as a firefighter in an organized fire department, law enforcement officer, emergency medical personnel for an ambulance service, or closely related field.

CONTINUED

SHERIFF DISPATCHER CONTINUED

NOTE:

Volunteer experience as an active member of an emergency services organization will not be pro-rated. However, proof of active service must be submitted with the application (i.e. a letter from the Fire Chief verifying dates of active service). Applications received without the verification of active service dates will be disapproved.

SPECIAL REQUIREMENTS:

1. Applicants must obtain a Emergency Medical Dispatch (EMD) certification within one (1) year of appointment and maintain certification for the duration of employment;
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 will obtain Basic CPR certification within six (6) months 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. Employees must maintain CPR certification for the duration of employment;
4. Possession of applicable New York State Driver's License at time of appointment & throughout employment;
5. **MEDICAL EXAMINATION:** Candidates conditionally offered a position will be subject to a medical examination including a hearing test. Candidates who fail the medical examination will be restricted from certification on the certified eligible list;
6. **BACKGROUND INVESTIGATION:** Candidates conditionally offered a position will be subject to a fingerprint based criminal history search to determine their suitability for appointment. Failure to meet the standards for the background investigation will result in disqualification. Fingerprinting is required and candidates will be responsible for paying the fee;
7. **CHARACTER & FITNESS:** Each potential appointee will be the subject of a thorough investigation to help determine character and fitness, and also to verify information provided by the applicant. Candidates must authorize access to educational, financial, military, employment, criminal history, and mental health records. Information contained in such records will be reviewed and evaluated and, if found to be inconsistent with the qualifications for appointment, will result in disqualification. Candidates who receive a satisfactory evaluation on the background investigation and meet all other administrative requirements will be considered for appointment;
8. **PSYCHOLOGICAL EXAMINATION:** Prior to appointment, candidates will be required to participate in a psychological evaluation to determine their fitness to perform the essential duties of the position. Candidates who fail to meet the standards set forth in this evaluation will be restricted from certification on the certified eligible list;
9. **DRUG-SCREENING TEST:** Prior to appointment, candidates will be required to participate in a drug-screening test. Candidates who fail the drug-screening test will be restricted from certification on the certified eligible list.