

## DISPATCH CENTER SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: Work involves full participation in the performance of emergency services dispatching duties, as well as responsibility for overseeing the activities of emergency services dispatching staff, taking part in supervisory activities of the Dispatch Center, including related clerical functions. Work is performed under the general supervision of a Deputy Commissioner of Emergency Services or other high level emergency services administrator. This position differs from Shift Supervisor in that this position has greater responsibility for the overall operation of the Dispatch Center. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Dispatches fire, EMS and police units to incidents within Putnam County;

Maintains contact with units in the field to aid in the proper handling of calls

Emergency Medical Dispatch calls as needed;

Provides direct supervision to all Emergency Services Dispatchers in the Communications division of the Bureau of Emergency Services;

Trains new, prospective and current dispatchers;

Schedule for all shifts in coordination with higher level department administrators;

Interviews potential new hires and maintains personnel records for existing dispatch staff;

Administers Quality Assurance/Quality Improvement program by reviewing dispatch calls (phone, radio, CAD entries) and providing feedback to applicable dispatcher;

Ensures that the Dispatch Center meets and/or exceeds state mandates;

Ensures IT/technical equipment, databases and GIS files, etc., are maintained, operational and up-to-date;

Acts as contact for 911 phone equipment, CAD, and radio equipment vendors;

Maintains contact with Department of IT/GIS to ensure mapping is up to date;

Provides ANI/ALI discrepancies to 911 coordinator for immediate correction;

Acts a liaison between the dispatch center and the public, police, fire and EMS agencies;

Serves as the NSPIN (New York State Police Information Network) Terminal Agency Coordinator (TAC);

Establishes the internal agency policy on the use of NYSPIN and trains and certifies employees in NYSPIN;

Ensures maintenance and certification of NYSPIN);

Establishes and maintains a filing system for messages received via NYSPIN;  
Performs a variety of related activities as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the operation of computer, radio and telephone equipment and emergency services terminology; thorough knowledge of the geography of the County; thorough knowledge of the various emergency services mutual aid plans in force in Putnam County; ability to control telephone communications with distraught, confused callers through calm, carefully directed interrogation to obtain all pertinent information regarding the request for service; ability to transmit messages orally with good diction and a clear speaking voice; ability to quickly and accurately enter orally transmitted data utilizing a computer keyboard; ability to use good judgment, tact and courtesy in talking with the public and in responding to requests for fire, rescue, emergency medical, law enforcement or disaster preparedness services; ability to follow oral and written instructions which pertain to job assignment and methods of performance; ability to use various office and secretarial equipment; ability to perform routine clerical tasks such as making written entries on simple records such as logs or lists, filing written records; ability to write legibly, prepare reports and maintain records.

MINIMUM QUALIFICATIONS:

- a) Associates degree or higher in Criminal Justice, Emergency Medical Services Management, Fire Protection Technology or closely related field and two (2) years experience as a dispatcher in an emergency services organization; or
- b) Graduation from a high school or possession of a comparable diploma and five (5) years of experience as a dispatcher in an emergency services organization; or
- c) An equivalent combination of experience as described in a) and b) above.

SPECIAL REQUIREMENT: Completion of a 40-hour dispatcher training program is required prior to appointment. In addition, incumbents in this position are required to complete an Emergency Services Dispatch Training Evaluation Program (ESDTEP) as outlined by the New York State 911 Board, including emergency medical dispatcher training, within the first 12 months of employment.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.