

EMERGENCY SERVICES DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: Work involves monitoring, dispatching and coordinating a variety of emergency services (fire, rescue and ambulance, law enforcement, child protection services, disaster preparedness, etc.). Duties also include maintaining communications with road patrol officers to dispatch back-up assistance when requested. Incumbents monitor numerous telephone systems, alarm systems and radio frequencies simultaneously in a fast-paced high-stress work environment, and must exercise sound independent judgment in prioritizing calls and dispatching appropriate services to emergency situations as quickly as possible. Ability to remain calm and courteous when dealing with upset, potentially angry and abusive, callers is essential, as is maintenance of accurate records of all calls placed and received, in accordance with established procedures. Mandatory work assignments include both day and night shifts. Work is performed under general supervision of higher level Bureau of Emergency Services staff. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Receives calls from the public in need of fire, rescue, emergency medical, law enforcement or other emergency services and dispatches appropriate emergency personnel;

Queries the caller in a calm, systematic manner to determine the seriousness and nature of the situation, the location, the services needed, and other information necessary to evaluate the situation;

Exercises sound independent judgment in dispatching services and coordinating the participation of various emergency personnel/equipment to the scene;

Maintains a continuous log of all telephone and radio calls sent out or received, records all fire and emergency equipment that is in service in the county, and logs equipment that is out of service;

Operates telephone communications equipment and inputs data into computer aided dispatch systems utilizing a computer terminal keyboard;

Utilizes computerized databases to access and record data and information;

Acts as a secondary radio dispatcher for other agencies such as child protection services, medical examinations, investigators; etc.;

Receives and answers radio calls for various agencies and transfers calls to appropriate personnel;

Receives and relays intra-county mutual aid calls;

Gives instructions to callers and provides emergency medical instructions to callers using standard accepted medical guidelines;

Receives and records in log, location of fire alarms and emergency calls;

May operate communications vehicles in emergencies and/or during scheduled events;

Performs filing, typing, and other clerical duties as needed;

Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

When Assigned to act as Training Coordinator, may also:

Provide feedback to the Dispatch Center Shift Supervisor on the availability of training courses suitable for dispatch employees;

Monitor all dispatchers' training records and notify dispatchers when they may incur a lapse in certification;

EMERGENCY SERVICES DISPATCHER (cont'd)

When required, provide training through lecture or demonstration;
Ensure that the Dispatch Center meets or exceeds New York State's minimum requirements for 911 dispatch;
Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the operation of computer, radio and telephone equipment and emergency services terminology; good knowledge of geography of the County; good knowledge of all emergency services mutual aid plans in force in Putnam County; ability to manage 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 machines and 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;
or
- b) High school diploma or its equivalent with one (1) year of experience as a dispatcher in an emergency services organization; or
- c) High school diploma or its equivalent with two (2) years paid or volunteer experience as an active member of an emergency services organization, i.e., firefighter in an organized fire department, emergency medical personnel for an ambulance service, or closely-related position; or
- d) An equivalent combination of experience as defined by the limits of a), b) and c) above.

SPECIAL REQUIREMENTS:

- Within six (6) months of appointment, successful completion of
1. APCO Public Safety Telecommunicator 40-hour Dispatch Training Program;
 2. Powerphone Emergency Medical Dispatch, Emergency Fire Dispatch, Law Enforcement Dispatch Training Program.
 3. Within twelve (12) months of appointment, successful completion of Emergency Services Dispatch Training Evaluation Program (ESDTEP) as outlined by the New York State 911 Board.
 4. Possession of a current valid New York State Class D Motor Vehicle Operator's license.

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.