

SENIOR DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: Work involves responsibility for overseeing activities of a police or emergency services dispatching center, as well as performing duties of dispatcher and fully participating in activities of the police or emergency services dispatch center. Duties include training staff, monitoring maintenance of files, rosters, and databases, quality assurance relative to orders, warrants, teletypes, etc., and related clerical work and recordkeeping. Additional responsibilities include ensuring that all dispatchers and dispatch center activities comply with any applicable policies, rules and regulations. Work is performed under direct supervision of higher level staff. While supervision may be exercised over subordinate dispatching staff, incumbents participate fully in the work of the dispatch center. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Dispatches police/sheriff units and/or appropriate emergency services units to incidents within Putnam County;
Maintains contact with units in the field to aid in the proper handling of calls;
Handles emergency medical dispatch calls as needed;
Provides supervision of dispatchers during assigned shifts;
Oversees Quality Assurance/Quality Improvement program by reviewing dispatch calls (phone, radio, CAD entries) and providing feedback to applicable dispatcher;
Ensures that the Dispatch Center complies with all rules and regulations regarding 911 dispatch;
Reviews and checks Sheriff's Department or Emergency Services 911 phone equipment, servers, CAD software & radio equipment daily;
Provides ANI/ALI discrepancies to 911 coordinator for immediate correction;
Provides supervisors and/or appropriate higher level personnel with daily equipment status;
Acts a liaison between the dispatch center and the public, police, fire and EMS agencies;
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: Thorough knowledge of the operation of computer, radio and telephone equipment and emergency services

SENIOR DISPATCHER (cont'd)

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 clerical 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; integrity; tact and courtesy.

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 of experience as a dispatcher in a police or sheriff's agency, or emergency services organization; or
- b) Graduation from high school or possession of a comparable diploma and four (4) years of experience as a dispatcher in a police or sheriff's agency, or emergency services organization; or
- c) An equivalent combination of experience as defined by the limits of a) and b) above.

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.