

SENIOR PUBLIC SAFETY DISPATCHER

Code No: 3-09-098
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a senior level position involving overseeing the daily operations of a public safety dispatch unit. The employee also performs regular dispatch duties for the relay of information and dispatch of personnel and equipment used in the protection of life and property. Employees must exercise precise judgment, alertness and responsiveness in emergency situations. The employee reports directly to and works under the general supervision of a senior employee or ranking uniformed officer and is given leeway to exercise independent judgment in an emergency situation. Public safety dispatching is a 24-hour activity, requiring dispatchers to work flexible schedules. General supervision is exercised over Public Safety Dispatchers. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

Trains new dispatchers and instructs current employees in new tasks or procedures;

Develops work schedules and is responsible for maintaining substitute coverage;

Participates in interviews for new employees;

Assists in employee evaluations;

Develops new procedures and systems for dispatch unit;

Answers and coordinates calls for services between the public and police, fire departments, ambulance and other departments;

Dispatches emergency vehicles and ambulances for emergency and routine calls;

Responds to and may administer emergency medical services to walk-ins at the fire station or location of employment;

Provides routine health screening procedures such as blood pressure checks and emergency first aid, both at the district and in the field;

Determines priorities of service when necessary.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of dispatching techniques; good knowledge of required response to a variety of complaints and emergencies; good knowledge of the operation of a two-way radio; good knowledge of the techniques of radio and telephone courtesy; good knowledge of the services provided by various city, county and town departments and agencies; good knowledge of standard policies and fire procedures; ability to quickly analyze emergency situations and take decisive action; supervisory ability; ability to plan and schedule the work of others; ability to read, interpret and apply regulations, guidelines and directions for the operation of a radio console and computer terminal; ability to speak clearly, slowly, and precisely; ability to follow oral and written instructions; ability to read street maps; ability to complete standardized forms; good hearing and vision; good judgment; mental alertness; good pronunciation; dependability; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) Three (3) years of paid full-time or its part-time equivalent experience in two-way radio dispatching or two-way radio communications, two (2) years of which shall have been in a public safety environment; OR,
- (B) Thirty six (36) months as a volunteer for an emergency services organization* with a minimum of 200 hours of responsible emergency services dispatching experience; OR,
- (C) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Fire Science, Police Science or Criminal Justice, plus one (1) year paid full-time or its part-time equivalent experience as a dispatcher in a public safety environment; OR,
- (D) Any equivalent combination of training and experience as defined by the limits of (A) and (B), and (C) above.

*Emergency services organization to include but not be limited to volunteer firefighting, ambulance, or police auxiliary organizations.

SPECIAL REQUIREMENTS: Senior Public Safety Dispatchers must possess Emergency Medical Technician certification at time of appointment for North Greece Fire District.

If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

ADOPTED: May 29, 1986
REVISED: August 7, 2008

ADDITIONAL INFORMATION:
Depending on the position duties, candidates for employment may be required to pass a pre-employment drug test.