

PUBLIC SAFETY DISPATCHER

Code No: 4-09-041
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a highly responsible and moderately difficult position involving operating radio, telephone and related equipment for the efficient relay of information and dispatch of personnel and equipment used in the protection of life and property. Employees receive extensive on-the-job training and must exercise precise judgment, alertness and responsiveness in emergency situations. In some jurisdictions the employee may be required to clean work areas and emergency equipment and perform routine maintenance chores. The employee reports directly to, and works under the general supervision of a senior-level employee or ranking uniformed officer and is given leeway to exercise independent judgment in emergency situations. Public Safety Dispatching is a 24-hour activity, requiring dispatchers to work flexible schedules. 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.)

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

Receives calls on multi-line switchboard regarding various emergencies (e.g. fires, robberies, stolen vehicles, missing persons, etc.);

Receives calls over "hot line" from fire departments and ambulance companies;

Dispatches emergency vehicles and ambulances for emergency and routine calls;

Relays calls to appropriate agencies or departments;

Prioritizes service responses in accordance with established policies;

Operates computer terminal to retrieve information and relay same as needed;

Completes and processes routine forms (ex.: stolen and recovered vehicle reports, missing persons, thefts, and complaints);

Maintains log of phone and radio messages;

Maintains status of emergency vehicles and/or equipment and use of facilities;

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

Maintains records and may schedule other dispatchers;

Cleans emergency vehicles, equipment, fire/police departments, and/or surrounding work areas including mopping, polishing and waxing floors, when necessary.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of dispatching techniques; good knowledge of required response to a variety of standard complaints and emergencies; good knowledge of the operation of a two-way radio console; good knowledge of the techniques of radio and telephone courtesy; working knowledge of the services provided by various city, county and town departments and agencies; ability to quickly analyze emergency situations and take decisive action; ability to learn, interpret and apply standardized police codes or fire procedures; ability to read, interpret and apply regulations, guidelines and directions for the operation of a radio console and computer terminal; ability to establish priorities in an emergency situation; ability to maintain composure and perform duties with calmness and dispatch in an emergency situation; ability to follow oral and written instructions; ability to read street maps; ability to complete standardized forms; ability to communicate effectively orally and in writing; good judgment; physical condition commensurate with the demands of the position.

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

- (A) One (1) year paid full-time or its part-time equivalent experience in two-way radio dispatching or two-way radio communications; OR,
- (B) Eighteen (18) months as a volunteer* for an emergency services organization** with a minimum of one-hundred (100) hours of emergency services dispatching experience; OR,
- (C) Graduation from a regionally accredited or New York State registered college or university with an Associates degree in Fire Science, Police Science or Criminal Justice; OR,
- (D) An equivalent combination of education and experience as defined by the limits of (A), (B), and (C) above.

* Volunteer experience must be documented by the participating agency. Employment dates, average number of hours worked per week, and job duties must be included.

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

NOTE: Where the minimum education requirement is not met, additional dispatching experience may be substituted on a year-for-year basis.

SPECIAL REQUIREMENTS: 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.

Monroe County Civil Service Commission

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