

PUBLIC SAFETY DISPATCHER TRAINEE

JOB CODE: 4215
DEPARTMENT: Tioga County Sheriff's Office
CLASSIFICATION: Competitive
SALARY GRADE: CSEA SG - VII
ADOPTED: Reso. 151-17; 06/13/17, 01/20 Tioga County Personnel Department

DISTINGUISHING FEATURES OF THE CLASS: This classification is used as a traineeship to recruit persons interested in a career as a Public Safety Dispatcher. Under close and continuing supervision of the Chief Public Safety Dispatcher or other higher ranking officer, and during completion of specific training programs, the incumbent performs dispatch functions within the communications division of the Tioga County Sheriff's Office. Work involves responsibility for receiving and recording 9-1-1, police, fire and emergency medical service (EMS) calls and dispatching the appropriate law enforcement agency, firefighters, paramedics, and equipment to the scene. Incumbents are required to operate computers, related peripheral equipment, radios, telephones and a variety of other emergency communications equipment simultaneously in order to receive and relay police, fire, emergency medical service and other personnel to incidents and emergencies. The work involves an unusual work environment which includes high stress dealing with life and death situations, the need to remain calm in emergency situations and the need to be polite when dealing with angry and abusive people. Incumbents must be able to multitask, exercise sound independent judgment and maintain accurate records of all calls placed and received. Employees are required to work shifts which cover both day and night hours, weekends and holidays as a normal function of the classification. The work is performed in accordance with established policy and under the immediate supervision of the Chief Public Safety Dispatcher. Incumbents will perform various clerical duties related to their communication functions. Does related work as required

Trainee appointments are for a one (1) year duration, following which incumbents who have satisfied all training requirements* and successfully completed a probationary period will be advanced to the title of Public Safety Dispatcher without further examination. All training is paid and conducted while the incumbent is on-the-job.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Under supervision, receives and records 9-1-1, police, fire and emergency medical service telephone calls, and quickly determining the callers needs before dispatching the appropriate emergency personnel;
- Under supervision, receives and records calls for requested services involving county departments, such as Public Works, Social Services and Mental Health and determines the callers needs before dispatching the appropriate personnel;
- Under supervision, receives information on non-emergency and emergency incidents through various types of communication devises and alarm systems including automatic dialers and alert monitors and takes proper responsive action;
- Learns to maintain a continuous log of all radio calls sent out or received, records fire emergency equipment dispatched within and outside the county and logs equipment out of service;
- Under supervision, operates a computer terminal to verify location and address information and to enter, update and follow up all complaints and information received and disseminated from communications;
- Queries the caller in a calm, systematic manner to determine the nature of the situation, the location, the services needed, and any other information necessary to evaluate the situation;
- Develops sound independent judgment in dispatching services and coordinating the participation of various emergency personnel /equipment;
- Learns to send messages by computer terminal utilizing the e-Justice NY Portal and receives and reviews incoming e-Justice NY messages notifying police and or fire personnel as appropriate;
- Learns to receive and dispatch by radio to other law enforcement agencies on frequencies provided on communications consoles;
- Learns to operate recording equipment required in emergency communications center;

2. Public Safety Dispatcher Trainee

- Under supervision, monitors emergency fire, burglary, robbery and medical alarms, takes proper responsive action upon activation of any such alarm and maintains related files;
- Attends all training programs to acquire and maintain proficiency in assigned duties;
- Learns to maintain computerized records of department activities for use in preparing various reports;
- Performs clerical and administrative tasks as assigned.
- May notify appropriate repair service of malfunctions of communication equipment;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of the geography of the municipality in which the work is performed; ability to operate radio and computer terminal in the transmission and receipt of messages; ability to receive and relay messages in a manner which insures the communication of essentials data to provide for effective action; ability to multitask; ability to use good judgment and act quickly and calmly in emergencies; ability to speak, enunciate and write clearly; ability to prepare and maintain records and reports; ability to understand and follow written and oral instructions; ability to type accurately at a sufficient rate of speed; mental alertness; tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency and EITHER:

- a. Completion of twelve (12) semester credit hours of study from a New York State registered or regionally accredited college or university; **or**
- b. Six (6) months of work or volunteer experience as an active member of an emergency services organization (such as a firefighter in an organized fire department, a law enforcement officer, emergency medical personnel or closely related position); **or**
- c. Six (6) months of full-time work experience (or its part-time equivalent) which involved multi-tasking and communicating with the public; **or**
- d. An equivalent combination of training and experience as defined by the limits of a, b, and c above.

Note: In order to qualify, volunteer experience as an active member of an emergency services organization will require a letter from the head official (i.e. Fire Chief) verifying dates of active service. Documentation is required at time of application.

***Training Requirements:** All training is paid and conducted while the incumbent is on-the-job. The following training requirements must be completed within one (1) year of appointment as a Public Safety Dispatcher Trainee or within appropriate training cycle:

- Basic Emergency Services dispatcher course administered by, either: the Association of Public Safety Communication Officials (APCO), the National Communications Institute (NCI), or the NYS Office of Public Safety.
- A minimum of 200 hours of an Emergency Services Dispatch Training (ESDT) Program.
- 24 hours of an Emergency Medical Dispatch (EMD) program.
- A certified First Responder Course and Cardio Pulmonary Resuscitation (CPR) program.