PUBLIC SAFETY DISPATCHER

JOB CODE: 4214
DEPARTMENT: Tioga County Sheriff's Office
CLASSIFICATION: Competitive
SALARY GRADE: CSEA SG - XII
ADOPTED: Reso. 151-17; 06/13/17. Revised 01/20, 11/2024; Tioga County Personnel Department

DISTINGUISHING FEATURES OF THE CLASS: The 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 under the supervision of the Chief Public Safety Dispatcher or other higher ranking officer. Incumbents will perform various clerical duties related to their communication functions. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- 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;
- Receives and records calls for requested services involving county departments, such as Public Works, Social Services and Mental Health and quickly determines the callers needs before dispatching the appropriate personnel;
- 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;
- 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;
- Exercises sound independent judgment in dispatching services and coordinating the participation of various emergency personnel /equipment;
- Follows Emergency Medical Dispatch (EMD) protocol regarding pre-arrival dispatch instructions for medical emergencies;
- Maintains 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;
- Sends messages via e-Justice NY Portal and receives and reviews incoming e-Justice NY messages notifying police and or fire personnel as appropriate;
- Operates two way radio communications equipment, transmitting to and receiving from police, fire and emergency medical assistance units essential information as needed for appropriate response to calls for service or other assignments;
- 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;
- Receives and relays intra-county mutual aid calls;
- Operates recording equipment required in emergency communications center;

- Monitors emergency fire, burglary, robbery and medical alarms, takes proper responsive action upon activation of any such alarm and maintains related files;
- Attends training programs to acquire and maintain proficiency in assigned duties;
- Maintains electronic records of department activities for use in preparing various reports;
- Notifies appropriate repair service of malfunctions of communications equipment;
- Performs clerical and administrative tasks as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the practices and procedures of the operations of emergency service radio, telephone and related communication center equipment; thorough knowledge of emergency service terminology; thorough knowledge of the geography of the county; thorough knowledge of the various emergency services mutual aid plans inforce in the county; ability to train new employees in the correct procedures and conduct in the communications center; ability to control telephone communications with distraught, confused callers through calm, carefully directed interrogation to obtain all necessary information regarding services; ability to speak in a clear voice with good diction; ability to exercise good judgment, tact and courtesy in difficult, stressful situations; ability to multitask; ability to prepare and maintain records and reports; ability to follow oral and written instructions; 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 the time of application.

Special Requirement: Candidates must successfully complete all training requirements within twelve (12) months of appointment and maintained during employment:

- 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 Cardiopulmonary Resuscitation (CPR) program.