# CHIEF PUBLIC SAFETY DISPATCHER

**Job Code:** 4213
**Location:** Tioga County Sheriff's Office
**Classification:** Competitive
**Salary:** CSEA, SG - XIV
**Adopted:** Reso. 151-17; 06/13/17' Revised 12/2019, 01/20 Tioga County Personnel Department

**DISTINGUISHING FEATURES OF THE CLASS**: The work involves responsibility for planning, coordinating, and overseeing the activities of the Communications Division located within the Tioga County Sheriff's Office. The division is responsible 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. Supervision is exercised over subordinate Public Safety Dispatchers and Trainees. The work is performed under the general supervision of the Sheriff, Undersheriff, and Captain of Operations. Direct supervision is received from an assigned Lieutenant, with wide leeway allowed for the use of independent judgment. Does related work as required.

**TYPICAL WORK ACTIVITIES**: (Illustrative Only)

- Supervises Public Safety Dispatchers and Trainees including evaluating work performance, scheduling shifts, authorizing use of leave, and training of new staff;
- Assists in hiring process and disciplinary actions;
- Oversees the maintenance, security, and training of the Communications Division equipment and computer systems;
- Performs all typical activities as listed for Public Safety Dispatcher including but not limited to: answering radio transmissions, making requested referrals, dispatching emergency units and maintaining daily log;
- Performs training and instruction to both civilian dispatchers and uniform officers regarding dispatch functions;
- Monitors fire, civil defense, and State Police communications on radio scanner;
- Keeps record of location and status of all cars and personnel during assigned shifts;
- Maintains the communication's division policy and procedures, reviews for appropriateness, and disseminates to Public Safety Dispatcher staff;
- Periodically checks the correct operation of radio and telephone equipment to insure continuity of service and makes appropriate arrangements for repairs when necessary;
- Assists in preparing specifications for purchase of communications equipment;
- Prepares reports concerning division activities as required and requested;
- Ensures the Communications Division is stocked with the required supplies and materials and all equipment is operational.

**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 supervise the work of others; ability to receive and carry out administrative orders; ability to train new employees in the correct procedures and conduct; 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**:
Forty-eight (48) months of full-time work experience (or its part-time equivalent) as a Public Safety Dispatcher