

## SHERIFF AIDE

### DISTINGUISHING FEATURES OF THE CLASS:

This work involves responsibility for receiving requests from the public for police assistance in a variety of situations and being the main source of communications with the Deputy Sheriff on the road via radio equipment. This class operates two-way radios over several frequencies and ancillary communications equipment to respond to telephone requests for service by the public. The work involves the maintenance of records, retrieval of information, and the completion of reports. The incumbent exercises independent judgment in light of standard operating procedures in reacting to situations which may involve danger to life and/or damage to property. Work is performed under direct supervision until the dispatching function is learned, whereupon work is reviewed on an as needed basis through observation of performance. Employees work under stress and must be able to deal with the distraught public. Rotating shifts and days off are typical. Supervision is not a responsibility of this position, although the incumbent would be expected to train Deputy Sheriffs assigned to Communications.

### TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by positions in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Answers all calls for the Sheriff's Department, determines priority of call, logs them in Computer Aided Dispatch (C.A.D.), and determines availability of officer to send;
2. Maintains and updates C.A.D. incidents and dispatches officers to same; maintains radio contact with officers to determine their status and safety;
3. Provides officers with available information from C.A.D., Law Enforcement Computer System and NYSPIN system;
4. Enters and retrieves information (i.e., license plates and driver's license information) sending teletype messages and disseminating messages received from other agencies; updates and maintains NYSPIN system;
5. Questions caller to determine nature of service needed, location of emergency, or any other information which is necessary to dispatch appropriate service(s) and personnel;
6. Prepares warrants for Deputy Sheriffs; runs names through NYSPIN for possible criminal record.

### FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of office practices necessary for interacting with staff and public and for filing and retrieving information;

Knowledge of department functions and services necessary to act as a resource and independently perform the work activities associated with that program;

Knowledge of computer aided dispatch and other automated systems used in law enforcement dispatching;

Knowledge of geography, patrol territories, roads, streets, highways, and special conditions that exist throughout the County;

Knowledge of standard law enforcement terminology and procedures for dispatching;

Ability to control telephone conversations with distraught, confused callers through calm, carefully directed interrogation to obtain all pertinent information regarding the request for service;

**SHERIFF AIDE** (Cont'd)

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:** (Cont'd)

Ability to react quickly and effectively to emergency situations;  
Ability to work effectively with the public while under pressure;  
Ability to learn how to operate standard communication and automated data retrieval equipment;  
Ability to quickly and accurately enter orally transmitted data utilizing a typewriter-style computer keyboard;  
Ability to train others in unit procedures;  
Personal characteristics necessary to perform the duties of the position;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma and:

- EITHER:       (A)     Possession of 60 standard credits hours from a regionally accredited or New York State recognized college or university;
- OR:            (B)     One year of experience as a call taker or dispatcher in a computer aided public safety dispatch or communication center;
- OR:            (C)     An equivalent combination of training and experience between the limits of (A) and (B) above.

NOTE: Work experience as a law enforcement officer, emergency medical technician or paramedic may be substituted for the above work experience on a year for year basis.

**SPECIAL REQUIREMENT:**

Candidates must obtain NYSPIN certification by completion of the probation period.

PS2302

ADOPTED:   07/03/99

REVISED:   08/02/07

              07/09/08