

PUBLIC SAFETY DISPATCHER II

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for overseeing a group of employees in the receiving of emergency and non-emergency telephone calls from the public and transmitting emergency information in the dispatching of firefighters, medical personnel, law enforcement officers and equipment in the shortest possible time, while maintaining a calm atmosphere in high-stress situations. The dispatcher maintains radio communications with public safety personnel responding to the emergency situation. Incumbents monitor numerous telephone systems, alarm systems and radio frequencies simultaneously and must exercise sound independent judgment in prioritizing calls and dispatching appropriate emergency services as quickly as possible. Incumbents utilize a CAD (computer-assisted dispatch) system and must maintain accurate records of all calls. The class differs from that of Public Safety Dispatcher I by virtue of this person being responsible for leading and participating in the dispatch operation. This person assists the Senior Public Safety Dispatcher in training and in handling multiple crisis situations which are occurring simultaneously. Direction is provided to lower level staff working on the shift. Work is performed under general supervision in accordance with established procedures, with wide latitude to use independent judgment in reacting to emergency or life-threatening situations. Employees are required to work shifts which cover day, night and weekend hours.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents 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 the title.

1. Assists the Senior Public Safety Dispatcher in directing the activities and staff on a shift and fills in for the Senior as necessary in directing shift operations;
2. Operates the CAD system, dispatch console and all related equipment and assists in training lower level dispatch staff on the system;
3. Receives calls from the public in need of fire, rescue, emergency medical, law enforcement or other emergency services and queries callers in a calm, systematic manner to obtain information needed to dispatch assistance and assists lower level dispatch staff on how to handle calls;
4. Dispatches personnel and equipment to the scene of an emergency and monitors the response, dispatching additional coverage as needed or requested and assists lower level dispatch staff on how to dispatch according to operating procedures;
5. Monitors all calls currently being dispatched from other staff on shift, providing assistance and direction when necessary;
6. Reviews dispatch information and tapes to ensure proper operating guidelines are followed and for the purpose of quality assurance/quality improvement: makes suggestions to higher level staff on methods to improve procedures based on dispatch review;
6. Receives and answers radio calls for various agencies and transfers calls to appropriate personnel;
7. Oversees the maintenance of the continuous computerized log of all telephone and radio calls sent out or received;
8. Oversees various record keeping functions such as fire and emergency equipment;
9. Provides emergency medical dispatch information over the phone until emergency medical assistance arrives at the scene and assists lower level dispatch staff on procedures;
10. Receives and relays intra-county mutual aid calls and makes sure the information is conveyed to staff and to the following shifts;
11. Maintains a variety of logs and records; monitors reports of dispatching staff and summarizes information as necessary;
12. Utilizes computerized data-bases, such as NYSPIN system, to access and record data and information and instructs others in their use;
13. Ensures that utility companies and other agencies as necessary are notified; responds to calls from general public during an emergency and assists in handling complaints regarding operations from the public and other agencies.

PUBLIC SAFETY DISPATCHER II (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the operations of a dispatch center which dispatches for fire, rescue, emergency medical and law enforcement in order to handle and direct others in the dispatch of simultaneous and critical emergency situations:

Knowledge of emergency dispatch operations in order to direct and train others in standard operating procedures:

Knowledge of the geography of the municipality and the location of emergency service facilities in order to dispatch fire, rescue, law enforcement or emergency medical services, apparatus, and personnel as quickly as possible:

Knowledge of first aid techniques to provide emergency medical dispatch information over the phone until emergency medical assistance arrives at the scene;

Ability to control and direct multi-faceted emergency dispatch operations in a stressful environment:

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

Ability to transmit messages with good diction and a clear speaking voice;

Ability to use good judgment, tact and courtesy in talking with the public and in responding to requests for fire, rescue, or emergency medical service;

Ability to read, speak and write English fluently;

Ability to learn and apply public service codes and standard operating procedures;

Ability to operate two-way radio equipment;

Ability to direct and supervise the work of others:

Ability to compile information and write reports:

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Open Competitive

Graduation from high school or possession of a high school equivalency diploma and four years of full-time dispatch work experience in public safety dispatching in a dispatch center which dispatches for both fire and law enforcement.

Promotion:

Two years of permanent competitive class status as a Public Safety Dispatcher I.

SPECIAL REQUIREMENTS:

Candidates may be required to meet certain physical standards for hearing and color vision. A screening test may be conducted prior to an offer of employment. Such testing shall be conducted only after a conditional offer of employment has been given to the candidate by the local agency seeking to employ such candidate. All candidates must be found physically able, with or without reasonable accommodations, to perform the essential job functions of a dispatcher. Candidates may be required to pay for the qualifying tests.

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