

PUBLIC SAFETY DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for receiving 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. 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. May run NYSPIN inquiries as required;
2. Operates the CAD system, dispatch console and all related equipment;
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;
4. Dispatches personnel and equipment to the scene of an emergency and monitors the response, dispatching additional coverage as needed or requested;
5. Monitors all calls currently being dispatched, continually updating dispatch information and CAD system as emergency situation evolves;
6. Receives and answers radio calls for various agencies and transfers calls to appropriate personnel;
7. Maintains a continuous computerized log of all telephone and radio calls sent out or received;
8. Maintains records of all fire and emergency equipment in the county and logs and continually updates any equipment out of service;
9. May provide emergency medical dispatch information over the phone until emergency medical assistance arrives at the scene;
10. Receives and relays intra-county mutual aid calls;
11. Maintains a variety of logs and records and prepares reports as needed;
12. Utilizes computerized databases, such as NYSPIN system, to access and record data and information;
13. Notifies utility companies and other agencies as necessary and responds to calls from general public during an emergency.

PUBLIC SAFETY DISPATCHER (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

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

Knowledge of fire prevention techniques and fire fighting procedures to relay advice via radio to firefighters who, on an as needed basis during actual fires, request such advice regarding fire suppression;

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 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 perform routine clerical tasks, such as making log entries, filing written records, and maintaining lists;

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) One year of full-time dispatch work experience in public safety dispatching*;
OR: (B) Two years of active service in emergency service or public safety**;
OR: (C) An equivalent combination of training and experience as indicated in (A) and (B) above.

**Public safety dispatching includes fire, law enforcement and emergency medical dispatching. It does not include transportation dispatching such as school buses, taxis, trucks, etc.*

***Candidates qualifying under (B) with non-paid work experience must submit, on agency letterhead, a statement from the appropriate Chief or department head indicating candidate has been an active member in good standing of the emergency service operation for at least two years.*

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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ADOPTED: 05/26/99