

ORANGE COUNTY CLASS SPECIFICATION

TITLE: PUBLIC SAFETY DISPATCHER **GRADE:** 10

TITLE ABBREVIATION: PUB SAFE DISP **TITLE NO.:** 6620

JURIS.CL: C **SALARY CODE:** 01 **UNIT:** **EEO CODE:** PS **FLSA CODE:** NE-

DEPARTMENT: EMERGENCY SERVICES **DIVISION:** EMERG COMM

SUPERVISOR'S TITLE: PUBLIC SAFETY DISPATCHER SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for monitoring, dispatching, and coordinating emergency services calls in either Fire/Rescue and EMS or Law Enforcement using a variety of equipment including radios, telephones and computer terminals, and in coordination with local service providers. Employees in this class work to develop skills in all areas of 911 dispatching. The job involves an unusual working environment which includes: the stress of daily contact with life and death situations such as fires, murders, rapes and assaults in progress; sitting for long periods including times with little call activity; having to remain calm and in control when speaking to people who are screaming, crying or hysterical; and being polite to people who are angry, abusive, or use foul language. The work also involves the receipt of and response to non-emergency calls. Under the direct supervision of a Dispatcher Supervisor, incumbents in this class are expected to exercise independent judgment within the policies and procedures established for the communications operation. Keyboarding is required of this class. Employees in this class are required to work shifts which cover a 24-hour-per-day, 7-day-per-week operation. Overtime is a regular feature of the class. Supervision is not a regular responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Receives emergency and non-emergency communication via telephone, radio, or computer terminal;
2. Dispatches police or fire/rescue and EMS personnel and equipment, following prescribed procedures using the CAD system and computer touch screens and function keys; directs and coordinates assignment of appropriate public service units to emergencies;
3. May maintain contact with callers using intervention skills as necessary;
4. May provide emergency medical information to callers until medical assistance arrives;
5. Establishes communications links between EMS units and hospitals;

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6. Monitors all active events, using keyboard to enter information into computer;
7. Receives and responds to non-emergency calls from the public or public service providers, referring calls as appropriate;
8. Maintains communications logs and operational records;
9. May respond to inquiries using the EJustice system;
10. Assists in providing "hands on" job training to new employees;
11. Takes such training as is required by department policy;
12. Monitors videos;
13. Develops skills and participates in the dispatching of all areas - Fire/Rescue, EMS, and Law Enforcement;
14. Maintains a clean and orderly work area.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of emergency service providers in the county and their jurisdictions; good knowledge of principles and techniques of emergency communications; good knowledge of fire fighting technology; ability to deal effectively with county fire, police and EMS personnel and with the public; ability to operate various pieces of emergency communications equipment; ability to efficiently perform several tasks simultaneously; ability to remain calm and function effectively in crisis situations; ability to operate a computer keyboard under stress; ability to communicate clearly both orally and in writing; sound judgment; tact; ability to remain sedentary for long periods of time; ability to work in close proximity to others.

MINIMUM QUALIFICATIONS:

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

- (A) Completion of 60 college credits from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a major in emergency services, criminal justice or closely related field and one (1) year of experience* in the receipt and dispatch of emergency communications ; OR
- (B) Three (3) years of experience* in the receipt and dispatch of emergency communications; OR

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- (C) Three (3) years of experience* as a Police Officer, or as a paid or volunteer fire fighter, Emergency Medical Technician or Paramedic or of active duty military; OR
- (D) Five (5) years of paid experience* where the major function of the position involved interviewing individuals, either over the telephone or in person, to give and receive information and simultaneously record the data and responses using a computer; OR
- (E) One (1) year as a Public Safety Dispatcher Trainee.

*Certificate in Emergency Services from an accredited vocational school or college may be substituted for one (1) year of the required experience.

NOTES:

- A keyboarding performance test is required for this title.
- All applicants are subject to satisfactory completion of an inclusive background investigation. Such investigation requires that all prospective candidates for employment be fingerprinted at own cost.
- Candidates must meet psychological standards in effect at time of appointment.

REVISED: 12/30/2017 at