

ORANGE COUNTY CLASS SPECIFICATION

TITLE: PUBLIC SAFETY DISPATCHER (TRAINER) **GRADE:** 12

TITLE ABBREVIATION: PUB SAFE DISP (TRNR) **TITLE NO.:** 6649

JURIS.CL: C **SALARY CODE:** 01 **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 assisting the training Supervisor with the coordination of all mandated training for the Division. Duties include monitoring the progress of new employees during initial training period. When not assisting with training, this position involves responsibility for the receipt of emergency communications and the dispatch of police, fire/rescue and EMS personnel and equipment, using a variety of equipment including radios, telephones and computer terminals, and in coordination with local service providers. 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 may be required to work shifts which cover a 24-hour-per-day, 7-day-per-week operation. Supervision is not a regular responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Assists the training Supervisor with the coordination of all mandated training for the division;
2. Provides on floor oversight of new employees during training period and reports progress to the training Supervisor;
3. Meets with Certified Training Officers on a daily basis during new employee training period;
4. Assists the training Supervisor with the evaluation of Certified Training Officers;
5. Assists in identifying training needs and attends "train the trainer" seminars as directed;
6. Provides training to employees on various topics, including but not limited to, policies and procedures;
7. Reviews tapes to assist in ensuring quality control;

8. Receives emergency and non-emergency communication via telephone, radio, or computer terminal and dispatches police, fire/rescue or EMS personnel and equipment, following prescribed procedures using the CAD system and computer touch screens and function keys;
9. May maintain contact with callers using intervention skills as necessary and may provide emergency medical information to callers until medical assistance arrives;
10. Monitors all active events, using keyboard to enter information into computer;
11. Maintains communications logs and operational records.

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 training programs in the field of public safety dispatching; 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 communicate clearly both orally and in writing; good organizational skills; sound judgment; tact; 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) Three (3) years of experience in the receipt and dispatch of emergency communications; OR
- (B) Two (2) years of experience as defined in (A) above plus E-Justice certification; OR
- (C) Three (3) years of experience as a law enforcement officer with police officer status as defined in NYS Criminal Procedure Law; OR
- (D) Four (4) years of experience as a member on the active rolls of a paid or volunteer fire department or ambulance corps.

NOTE:

- Throughout employment candidates must meet medical, hearing and psychological standards in effect.