

ORANGE COUNTY CLASS SPECIFICATION

TITLE: PUBLIC SAFETY DISPATCHER SUPERVISOR **GRADE:** 14

TITLE ABBREVIATION: PUB SAFETY DISP SUPV **TITLE NO.:** 6061

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

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

SUPERVISOR'S TITLE: DIRECTOR OF OPERATIONS (911)

DISTINGUISHING FEATURES OF THE CLASS: This is important supervisory work involving the oversight, supervision and participation in the activities of the county's emergency communications center during an assigned shift. The work involves overseeing the receipt of emergency and non-emergency telephone calls, appropriate processing of the calls and proper dispatch of public safety personnel and equipment, while maintaining a calm atmosphere in high-stress situations. Work is performed under general supervision of the Director of Operations (911) with leeway allowed for independent judgment. Supervision is exercised over dispatching staff. Employees are required to work shifts which cover day, night and weekend hours. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Supervises the operation, during an assigned shift, of the county emergency communications system;
2. Supervises and insures the effective receipt and dispatch of emergency and non-emergency telephone calls;
3. Communicates with county police, fire and EMS personnel to promote an effective working relationship;
4. Assists in the development and implementation of center policies and procedures;
5. May interview prospective staff, and recommend hiring or termination of employees;
6. Delivers staff training programs;
7. Responds to complaints about center effectiveness from the public or others;

8. Monitors the operation of center equipment and insures that equipment needing repair or replacement is reported to a supervisor;
9. Takes such training as is required by department policy;
10. Keeps records and prepares reports as required.
11. May assist visitors to the facility or respond to alarms in other divisions.
12. May participate in the testing process, or in the event of an emergency, in the activation of the sirens for the Indian Point Alert Notification System;
13. May work with the Deputy Commissioner and Director of Operations to develop and implement best practices and policies related to the standardization and use of the CAD systems for the 911 Dispatch Center and the Public Safety Dispatchers;
14. May analyze, create and maintain geographical information systems (GIS) and databases used to create and edit geofiles and maps for 911 computer-aided dispatch (CAD) system.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the types of emergency services provided in the county; thorough knowledge of the geography and service providers' territories in the county; thorough knowledge of principles and practices of effective supervision; good knowledge of the laws, rules and regulations that apply to the operation of an emergency communication system; ability to maintain an atmosphere of calm efficiency in stressful situations; ability to plan and supervise the work of others; ability to operate a computer; ability to communicate effectively both orally and in writing; ability to perform routine clerical tasks; ability to develop and maintain effective working relationships with others; courtesy; tact; patience; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

- (A) Completion of sixty (60) college credits and two (2) years of experience in the receipt and transmission of general and emergency telephone or radio communications, including or supplemented by one (1) year of experience supervising the work of others; OR

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- (B) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience as described above, including or supplemented by one (1) year of experience supervising the work of others; OR
- (C) An equivalent amount of training and experience as defined by the limits of (A) and (B) above.

NOTE: A keyboarding performance test is not required for this title.

Note: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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