

ORANGE COUNTY CLASS SPECIFICATION

TITLE: PUBLIC SAFETY DISPATCHER TRAINEE **GRADE:** 09

TITLE ABBREVIATION: PUB SAFE DISP TR **TITLE NO.:** 566170

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: Under direct supervision, incumbents of this class receive classroom and on-the-job training while performing increasingly responsible and independent activities in the receiving of emergency communications and the dispatch of either police or fire and EMS personnel and equipment. Trainees develop familiarity with using a variety of equipment including radios, telephones and computer terminals, and working in coordination with local service providers. 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. Work is performed under the direct supervision of a Public Safety Dispatcher Supervisor. Trainee appointments are for a period of one (1) year to eighteen (18) months, following which incumbents receiving satisfactory ratings will be advanced to the title of Public Safety Dispatcher without further examination. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Receives training and, with assistance, receives emergency and non-emergency communication via telephone, radio, or computer terminal under close and continuing supervision; uses keyboard to enter information into computer;
2. Learns to dispatch police or fire and EMS personnel and equipment, following prescribed procedures using the CAD system and computer touch screens and function keys to enable timely response to emergency requests;
3. Receives training on responding to non-emergency calls from the public or public service providers, referring calls as appropriate;
4. Develops familiarity with 911 telecommunications and other emergency communications systems;
5. Receives training on maintaining contact with callers using intervention skills as necessary;
6. Receives training on providing emergency medical information to callers until medical assistance arrives, when necessary;
7. Receives training and learns to respond to inquiries using the EJustice system;
8. Maintains accurate and complete communications logs and operational records;

9. Attends training as is required by department policy;
10. Monitors videos;
11. Maintains a clean and orderly work area.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of emergency service providers in the county and their jurisdictions; working knowledge of principles and techniques of emergency communications; working 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 sixty (60) college credits; OR
- (B) One (1) year of experience* in the receipt and dispatch of emergency communications; OR
- (C) One (1) year 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) Two (2) 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.

*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.

PHYSICAL AND MEDICAL: Prior to appointment, candidates are required to submit to physical, hearing, psychological, and medical evaluations including pre-employment drug-screening.

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.

REVISED 06/27/25 dc