

PUBLIC SAFETY DISPATCHER TRAINEE

DISTINGUISHING FEATURES OF THE CLASS:

This is an entry-level traineeship for a dispatching position in the Department of Emergency Response. Appointees to this class are provided training for a period of one year consisting of classroom and on-the-job segments designed to provide essential knowledge and skills including: receiving emergency and non-emergency telephone calls and eliciting the necessary information; transmitting emergency information in the dispatching of firefighters, medical personnel, law enforcement officers and equipment in the shortest possible time; utilizing a CAD (computer-assisted dispatch) system, providing emergency medical dispatch information over the phone and maintaining a calm atmosphere in high-stress situations. During the traineeship, the incumbent will gradually be instructed in the various areas of dispatch operations, and assume responsibility for each area as they reach a competent level. Upon the successful completion of the training program, the employee assumes the full-performance position of Public Safety Dispatcher I without further examination. Work is performed under the direct supervision of higher level employees, with some independence being given as the employee becomes trained in the various aspects of the job. 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. Becomes familiar and learns to operate the CAD system, dispatch console and all related equipment;
2. Trains in receiving and then 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;
3. Trains in dispatching and then dispatches personnel and equipment to the scene of an emergency and monitors the response, dispatching additional coverage as needed or requested;
4. Trains in and monitors all calls currently being dispatched, continually updating dispatch information and CAD system as emergency situation evolves;
5. Trains in and receives and answers radio calls for various agencies and transfers calls to appropriate personnel;
6. Trains in and maintains a continuous computerized log of all telephone and radio calls sent out or received;
7. Trains in and maintains records of all fire and emergency equipment in the county and logs and continually updates any equipment out of service;
8. Trains in and provides emergency medical dispatch information over the phone until emergency medical assistance arrives at the scene;
9. Trains in and receives and relays intra-county mutual aid calls;
10. Trains in and maintains a variety of logs and records and prepares reports as needed;
11. Trains in and utilizes computerized data-bases, such as NYSPIN system, to access and record data and information;
12. Trains in and notifies utility companies and other agencies as necessary and responds to calls from general public during an emergency.

PUBLIC SAFETY DISPATCHER TRAINEE (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

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

Ability to learn first aid techniques to provide emergency medical dispatch information over the phone until emergency medical assistance arrives at the scene;

Ability to learn 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, law enforcement 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:

EITHER: (A) Completion of thirty (30) college credits;

OR: (B) Graduation from high school or possession of a high school equivalency diploma and one (1) year of full-time dispatch work experience in public safety dispatching;

OR: (C) Graduation from high school or possession of a high school equivalency diploma and two (2) years of full-time paid work experience involving typing and public contact.

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

NOTE: Your degree or college credit 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.

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: 01/01/07

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