

SENIOR PUBLIC SAFETY DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for the supervision of Public Safety Dispatchers on a shift in order to ensure all emergency dispatching is handled expeditiously and according to standard operating procedures. Public Safety Dispatchers receive emergency and non-emergency telephone calls from the public and transmit emergency information to dispatch firefighters, medical personnel, law enforcement officers and equipment in the shortest possible time, while maintaining a calm atmosphere in high-stress situations. Employees in this title supervise and participate in the performance of dispatching functions. Senior Public Safety Dispatchers must exercise independent judgment in light of standard operating procedures in reacting to situations which may involve danger to life and/or damage to property and they are responsible and accountable for decisions including general occurrences not covered in manuals. Work is performed under the general supervision of the Dispatch Center Operations Director and management staff. Supervision is exercised over assigned Public Safety Dispatchers on a shift. 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 this title.

1. Supervises Public Safety Dispatchers on assigned shift and assigns operating positions of Dispatchers on shift;
2. Interprets and directs compliance with operating policy and procedure statements;
3. Makes decisions and assumes responsibility for any questions involving the dispatching of calls;
4. Maintains records of activities during assigned shift using CAD (computer-assisted dispatch) system and prepares regular and special reports of activities;
5. Provides training to Public Safety Dispatchers, including identifying training needs, developing formal and as needed training programs and conducting training sessions;
6. Monitors employee's dispatching and institutes changes when necessary; does performance appraisals;
7. Coordinates multiple service responses by broadcasting orders to more than one service when needed;
8. Reports all equipment malfunctions to supervisor or to emergency repair service;
9. Conducts tape reviews of control center operations and may operate voice-recording devices to play back unclear telephone messages or to reconstruct events of emergency for review purposes;
10. Performs specialized activities such as maintaining fire alarm/medical alert files, CAD geo-files and personnel files, inventory files, etc.;
11. Covers dispatch for periods of peak alarm activity or storms.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of dispatching operations and standard operating procedures for fire, emergency medical and law enforcement agencies in order to know how to dispatch, recognize problems in dispatching and make decisions regarding handling of emergency calls which are outside standard operating procedures;

Knowledge of the geography of the municipality and the location of emergency service facilities in order to dispatch emergency personnel, apparatus and services as quickly as possible and to assist dispatchers on shift with dispatching questions;

SENIOR PUBLIC SAFETY DISPATCHER (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (Cont'd)

Knowledge of the CAD system, including its operation and capabilities, in order to operate system and train others on its usage and to make recommendations on changes needed in operating procedures or system setup to accommodate changing dispatch needs of agencies and the public;

Knowledge of training methods in order to develop and administer effective on-going training program for dispatch personnel;

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

Ability to supervise subordinate personnel, including training them, and evaluating their work;

Ability to use good judgment, tact and courtesy in talking with the public and in responding to requests for fire, rescue, or emergency medical service;

Ability to transmit messages with good diction and a clear speaking voice;

Ability to read, speak and write English fluently;

Ability to quickly analyze situations within certain parameters and make decisions for most effective course of action;

Personal characteristics necessary to perform the duties of the position;

Physical conditions commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Promotion in the City of Poughkeepsie:

Three (3) years of permanent competitive class status as a Public Safety Dispatcher.

Promotion in the Department of Emergency Response:

- EITHER: (A) One (1) year of permanent competitive class status as a Public Safety Dispatcher II;
- OR: (B) Two (2) years of permanent competitive class status as a Public Safety Dispatcher I.

PS6216

ADOPTED: 01/01/00

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