



**DUTCHESS COUNTY  
CLASS SPECIFICATION**

**PUBLIC SAFETY DISPATCHER-  
COMMUNICATIONS TRAINING  
OFFICER**

DATE ADOPTED: 11/8/24

LAST REVISION:

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**DISTINGUISHING FEATURES OF THE CLASS:**

In addition to the duties performed by a Public Safety Dispatcher I, an incumbent in this title will be required to be trained as a Communications Training Officer (CTO) and tasked with instructing and observing newly hired Public Safety Dispatcher Trainees and Call Takers. The responsibilities include communicating the expectations of training, correctly applying concepts learned in the classroom to live call taking and dispatch operations and evaluating trainee on their progress. The incumbent will hold the title on a temporary basis during the training periods. 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. Oversees new employees in the operations of the computer assisted dispatch (CAD) system, dispatch console and all related equipment;
2. Reports on progress of new employee, providing detailed information and reports to higher level employee;
3. Receives calls from the public in need of fire, rescue, emergency medical, law enforcement or other emergency services in a calm, systemic manner to obtain information needed to dispatch assistance;
4. Dispatches personnel and equipment to the scene of an emergency and monitors the response dispatching additional coverage as needed or as requested and updates dispatch information in the CAD system;
5. Receives and answers radio calls for various agencies and transfers calls to appropriate personnel, including intra-county mutual aid calls;
6. Maintains a continuous computerized log of all telephone and radio calls, fire and emergency equipment and updates any equipment out of services; utilizes computerized databases, such as NYSPIN, to access and record data;
7. May provide emergency medical dispatch information over the phone until emergency medical assistance arrives at the scene;
8. Notifies utility companies and other agencies as necessary during an emergency.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:**

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

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

Ability 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;



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- 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;
- Ability to train and oversee the work of others;
- Ability to compile information and write reports;
- 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 sixty (60) college credits;
- OR: (B) Graduation from high school or possession of a high school equivalency diploma and two (2) years 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 three (3) 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 must possess and maintain CTO certification to be eligible for appointment.

**COUNTY USE ONLY:**

<b>BARGAINING UNIT: CSEA</b>	<b>JURISDICTIONAL CLASSIFICATION: Competitive</b>
<b>GRADE:</b>	<b>FLSA Code: OT Eligible</b>
<b>REVISION HISTORY:</b>	