

PUBLIC SAFETY DISPATCHER

Distinguishing Features of the Class: Employees in this class are responsible for monitoring, dispatching and coordinating all Orleans County emergency services (fire, rescue and ambulance, law enforcement, child protection services, disaster preparedness, etc.). Dispatchers also maintain radio communications with road patrol officers requesting back-up assistance. Incumbents monitor numerous telephone systems, alarm systems and radio frequencies simultaneously and must exercise sound independent judgment in prioritizing calls and dispatching appropriate emergency services as quickly as possible. Incumbents must maintain accurate records of all calls placed and received. May be required to perform various clerical duties as needed. Does related work as required.

Typical Work Activities:

- Alpha-numeric paging of fire, emergency medical and law enforcement personnel as part of normal dispatching process.
- Monitoring of lifeline system and appropriate notifications of responders and emergency services personnel as needed.
- Monitoring of New York State Office of Public Security – “Counter-Terrorism Notification Computer System” and appropriate notifications to emergency services personnel as needed.
- Monitor DTN weather terminal for awareness of weather that may affect our County, disseminate information as necessary.
- Gives instructions to callers and provides emergency medical instruction to callers using standard accepted medical protocol.
- Run criminal histories on all volunteer firefighters in the County consistent with State Law.
- Evaluate EMD calls for recertification.
- Receives calls from the public in need of fire, rescue, emergency medical, law enforcement or other emergency services;
- Queries the caller in a calm, systematic manner to determine the seriousness and nature of the situation, the location, the services needed, and other information necessary to evaluate the situation;
- Exercises sound independent judgment in dispatching services and coordinating the participation of various emergency personnel/equipment to the scene;
- Maintains a continuous log of all telephone and radio calls set out or received, records all fire and emergency equipment in the county, and logs equipment out of service;
- Utilizes computerized data-bases (including NYSPIN system) to access and record data and information;
- Acts as a secondary radio dispatcher for other agencies such as child protection services, medical examinations, investigators, etc.;
- Receives and answers radio calls for various agencies and transfers calls to appropriate personnel;
- Receives and relays intra-county mutual aide calls;

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- Receives and records in log, location of fire alarms and emergency calls;
- Performs filing, typing, and other clerical duties as needed.

Full Performance Knowledge, Skills, Abilities and Personal Characteristics:

- Good knowledge of the operation of radio and telephone equipment and emergency services terminology;
- Good knowledge of the geography of the County, mapping technology for use with phase 2 wireless 911;
- Good knowledge of the various emergency services mutual aid plans in force in Orleans County;
- 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 orally, 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, emergency medical, law enforcement or disaster preparedness services;
- Ability to follow oral and written instructions which pertain to job assignment and methods of performance;
- Ability to use various office and secretarial equipment;
- Ability to perform routine clerical tasks;
- Ability to write legibly, prepare reports, and maintain records;
- Physical condition commensurate with the demands of the position.

Minimum Qualifications:

Graduation from high school or possession of a high school equivalency diploma and experience in the operation of a computer.

4/30/92

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CLASS: COMPETITIVE