

DISPATCHER TRAINEE

DISTINGUISHING FEATURES OF THE CLASS: This is an entry level position used for training in the use of radio and automatic signal equipment to dispatch personnel and equipment to fires and other emergencies, and the operation of all related equipment and monitoring systems. Incumbent must be computer literate and able to readily learn to operate radio and automatic signal devices according to established procedures. Training and supervision are received from other supervisory or administrative staff. Work is performed in accordance with established policy. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Receives communications regarding all types of assistance, emergencies, or problems from the general public, public entities, and other public safety agencies, follows provided office operating guidelines, obtains specific required information, and with assistance determines the proper course of action; 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; With direct supervision initiates notification of the proper agency, and coordinates, assists or otherwise monitors the call/incident through resolution of the incident or handoff to another agency; Maintains a continuous log of all telephone and radio calls sent out or received; Operates telephone communications equipment and inputs data into computer aided dispatch systems utilizing a typewriter style computer terminal keyboard; Utilizes computerized data-bases (including eJustice) to access and record data and information; Receives and answers radio calls for various agencies and transfers calls to appropriate personnel; Receives and relays intra-county mutual aid calls; Receives and records in log, location of fire alarms and emergency calls; Performs filing, typing, and other clerical duties as needed; Is trained to give instructions to callers and provide emergency medical instruction to callers using standard accepted medical guidelines; Maintains security and order of the control center.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the geography of the County and surrounding areas; Good knowledge of all emergency service providers within the surrounding area; Good knowledge of the operation of various types of telephonic, radio, and automatic signaling and communications equipment; Good knowledge of computer operation; Familiarity with police and emergency terminology, procedures and equipment; Ability to maintain records and prepare written reports; Ability to understand and follow oral and written instructions; Ability to speak, write, and enunciate clearly; Ability to multitask; Ability to type at an acceptable rate of speed; Clerical aptitude; Mental alertness; Good judgment; Tact and Courtesy; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma.

SPECIAL REQUIREMENT: Candidates must successfully complete initial Fire, Law, Emergency Medical Dispatch training, CPR/AED, and eJustice certifications within 6 months of appointment and must be maintained during employment. Candidates are required to maintain ongoing continuing education requirements to maintain Emergency Medical Dispatch certification, CPR/AED, and successfully complete and document annual routine in-house review and refresher training as required by the NYS 911 Board.

NOTE: Conviction of a felony, misdemeanor or other offense may disqualify incumbents from appointment.

Adopted 1/27/16

Reviewed 8/5/21

Revised 10/6/22; 11/4/24