

## **EMERGENCY SERVICES DISPATCHER I**

**DISTINGUISHING FEATURES OF THE CLASS:** Employees in the class are responsible for monitoring, dispatching and coordinating emergency services calls in either Fire and Emergency Services or Law Enforcement. This position differs from that of Emergency Services Dispatcher II which is responsible for calls in both Fire and Emergency Services, and Law Enforcement. 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 to situations which may involve danger to life and/or damage to property as quickly as possible. This job involves an unusual working environment which includes high stress dealing with life and death situations, the need to remain calm in emergency situations and the need to be polite when dealing with angry and abusive people. Incumbents must maintain accurate records of all calls placed and received. Employees are required to work shifts which cover both day and night hours. May be required to perform various clerical duties as needed. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Receives calls from the public in need of fire, rescue, emergency medical, or law enforcement and other emergency services and dispatches appropriate emergency personnel.

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 sent out or received, records all fire and emergency equipment in the county, and logs equipment out of service;

Operates telephone communications equipment and inputs data into computer aided dispatch systems utilizing a typewriter style computer terminal keyboard;

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 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.

### **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;  
Good knowledge of the various emergency services mutual aid plans in force in Broome County;  
Ability to transmit messages orally with good diction and a clear speaking voice;  
Ability to quickly and accurately enter orally transmitted data utilizing a typewriter style computer keyboard.  
Ability to follow oral and written instructions which pertain to job assignment and methods of performance;  
Ability to prioritize emergency calls and dispatch appropriately;  
Ability to use various office equipment;  
Ability to perform routine clerical tasks such as making written entries on simple records such as logs or lists, filing written records.  
Ability to write legibly, prepare reports and maintain records.

**MINIMUM QUALIFICATIONS:**

- A) Completion of 30 semester credit hours of study from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees; OR
- B) One year of experience as a call taker or dispatcher in an emergency services organization; OR
- C) One year of paid or volunteer experience as an active member of an emergency services organization, i.e., firefighter in an organized fire department, law enforcement officer, or closely-related position; OR
- D) An equivalent combination of experience as defined by the limits of A), B) and C) above.

NOTE 1: Volunteer experience as an active member of an emergency services organization will not be pro-rated. However, proof of active service must be submitted with the application (i.e. a letter from the Fire Chief verifying dates of active service). Applications received without the verification of active service in an emergency service organization, including dates of such service, will be disapproved.

NOTE 2: Possession of American Safety & Health (ASHI) Basic First Aid and CPR certification is necessary within 6 months of appointment.

SPECIAL REQUIREMENT: Incumbents in this position are required by the County Legislature to reside within the County of Broome at all times during their employment in the title. Completion of the Emergency Medical Dispatch Course, certified by the National Academy of Emergency Medical Dispatch, must be obtained during the probationary period and must be maintained throughout employment.