

EMERGENCY SERVICES DISPATCHER II

DISTINGUISHING FEATURES OF THE CLASS: Employees in the class are responsible for monitoring, dispatching and coordinating emergency services calls in both Fire and Emergency Medical Services and Law Enforcement. This position differs from that of Emergency Services Dispatcher I which is responsible for calls in either Fire and Emergency Medical Services, or Law Enforcement. Dispatchers also maintain radio communications with road patrol officers requesting back-up assistance. Incumbents monitor numerous 911 and non-emergency telephone lines, computer systems, and radio channels 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. Emergency Services Dispatcher II, by virtue of their experience, may provide guidance in the absence of the Senior Emergency Services Dispatcher to Emergency Services Dispatcher I's and/or Emergency Services Call Takers. 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, and 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 computer terminal keyboard;

Utilizes computerized data-bases (including the EJustice system) to access and record data and information;

Acts as a secondary radio dispatcher for other agencies;

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 assist employees in correct procedures;
Ability to orally transmit messages 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 and secretarial 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 60 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) Two years of experience as a call taker or dispatcher in an emergency services organization; OR
- C) Two years 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: Completion and certification as an APCO Basic Public Safety Dispatcher and Emergency Medical Dispatcher, certification must be maintained throughout employment in this title.

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.