

GENESEE COUNTY

EMERGENCY SERVICES DISPATCHER (HELP Program)

DISTINGUISHING FEATURES OF THE CLASS: Employees in the class are responsible for monitoring, dispatching and coordinating a variety of emergency services (fire, rescue and ambulance, law enforcement, and emergency management). 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 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, law enforcement or 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;

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;

Gives instructions to callers and provides emergency medical instruction to callers using standard accepted medical guidelines.

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The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND/OR PERSONAL CHARACTERISTICS: Good knowledge of the operation of police 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 Genesee County; ability to control telephone communications with distraught, confused callers through calm, carefully directed interrogation to obtain all pertinent information regarding the request for service; ability to hear and transmit messages orally with good diction and a clear speaking voice; ability to quickly and accurately enter orally transmitted data utilizing an alpha numeric computer keyboard; 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 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.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee is required to talk and hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet to moderately noisy.

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MINIMUM QUALIFICATIONS: EITHER:

A. Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education and completion of at least 12 semester credit hours at a regionally accredited NYS registered college or university in either Criminal Justice, Communications, Computer Sciences, Customer Service, Emergency Management, or related field;

OR:

B. Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education and six (6) months experience as a Public Safety Dispatcher, tele-communicator or closely-related position;

OR:

C. Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education and one (1) year experience as an active member of an emergency services organization, i.e., firefighter in an organized fire department, law enforcement officer, emergency medical personnel for an ambulance service, a dispatcher in a private business, or closely-related position, such experience must have been within the last five (5) years prior to appointment;

OR:

D. Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education and one (1) year experience in customer service position performing data entry, telephone operations, and dealing directly with the public or customers.

SPECIAL REQUIREMENT FOR APPOINTMENT AND CONTINUED EMPLOYMENT:

If you are offered employment, you must be willing to submit to criminal history checks by both the State of New York Division of Criminal Justice Services (DCJS) and the Federal Bureau of Investigation (FBI). Successful candidate will be required to pass

additional background checks including screening, interviews, fingerprint checks, psychological exam(s), and may include polygraph. A valid driver's license is required.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Non-Competitive Class

Adopted 5/17/23-5/17/24

Extended to 12/31/24

Revised 10/20/23, 5/30/24