



## Cayuga County Department of Human Resources and Civil Service Commission

### JOB SPECIFICATION

Civil Service Title:	<b>EMERGENCY SERVICES DISPATCHER</b>
Jurisdictional Class:	Competitive
Civil Division:	E-911
Adoption:	CSM 11/18/92
Revised:	CSM 01/12/2000; 01/18/06; 06/10/09, 3/8/17

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#### **DISTINGUISHING FEATURES OF THE CLASS:**

The work involves responsibility for answering emergency and non-emergency calls for police, fire and emergency medical services, transmitting emergency information and dispatching police, fire/rescue and EMS personnel and equipment. The employee in this class operates a variety of communications equipment, including radio and telephone equipment and other computerized dispatch systems. Under the general supervision of a higher level Emergency Services Dispatcher or Supervisor, and within the parameters of established operating procedures and guidelines, employees in this class are expected to exercise independent judgment, alertness and responsiveness in emergency situations. Employees in this class may also be responsible for the transmission of emergency medical service pre-arrival instructions (EMD).

This position is an unusual working environment involving high stress, often dealing with incidents involving high risk to life and property. The ability to remain calm, objective and professional in a volatile situation is a basic requirement of the job. An incumbent in this position is expected to participate in the training and development of new personnel. Shift work is required. Incumbent does related work as required.

#### **TYPICAL WORK ACTIVITIES: (Illustrative Only)**

Answers, screens, processes incoming emergency and non-emergency calls from the public and other public service providers. Interrogates callers to determine the nature of their emergency and what emergency response is required;

Maintains radio communications with police, fire and emergency medical service units in the field to ensure their safety and to ensure appropriate emergency response;

Dispatches appropriate police, fire and emergency medical service units to scene of an emergency;

Enters event data into Computer Aided Dispatch System while maintaining conversations with caller and radio communications with responders;

Operates Cayuga County Emergency Radio Communications System and other computer systems including Computer Aided Dispatch, Instant Recall, Logging Recorder Systems, and telephone system;

Operates the NYS Criminal Justice Information System (eJustice) and National Crime Information Center (NCIC) systems.

Provides Emergency Medical Dispatch (EMD) pre-arrival support for appropriate EMS calls for service;

Participates in the training and development of new personnel.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:**

Good knowledge of radio and telephone equipment and emergency services terminology;

Knowledge of the geography of the county;

Ability to control telephone communications with distraught or upset callers, calm callers through stressful situations and carefully interrogate callers to obtain pertinent information regarding their requests for service;

Transmit orally, messages with good diction and a clear speaking voice;

Ability to use good judgment;

Ability to exercise 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 perform routine clerical tasks;

Other tasks as directed by Administrator or Deputy Administrator.

**MINIMUM QUALIFICATIONS:**

- (A) Graduation from high school or possession of an equivalency diploma; OR
- (B) 1 year of experience as a dispatcher in a emergency services organization; OR
- (C) 1 year paid or volunteer 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, or closely-related position; OR
- (D) 2 years of clerical experience; OR
- (E) An equivalent combination of training or experience as defined by the limits of (A), (B), (C), and (D) above.