



Cayuga County Department of Human Resources and Civil Service Commission

JOB SPECIFICATION

Civil Service Title: **Supervising Emergency Services Dispatcher**
Jurisdictional Class: Competitive
Civil Division: Cayuga County E-911
Adoption: CSM 3/4/98
Revised: CSM 9/8/04, 2/8/06, 8/16/06, 11/13/13

DISTINGUISHING FEATURES OF THE CLASS:

This position exists in the Cayuga County Public Safety Communications Center (E-911) and involves supervising the activities of subordinate Emergency Service Dispatchers during an assigned shift at the Center. Under the general supervision of the Cayuga County 911 Administrator, an employee in this class oversees the processing and dispatch of emergency and non-emergency telephone calls from the public for police, fire and emergency medical services, emergency medical service pre-arrival instruction as required, the efficient relay of information to public safety units, and the dispatch of personnel and equipment. Employee will render assistance in answering questions posed by dispatchers on duty relative to equipment, policies and procedures. Employee may also, on occasion, be required to work as a dispatcher. Employee will be responsible for training, development and evaluation of subordinate staff. While on duty, the employee may also be required to monitor activities of maintenance and technical support personnel or other contractual agents servicing the Center and associated equipment. This job involves an unusual working environment of high stress dealing with life and death situations. The ability to remain calm, polite, and patient in strenuous and often exorbitant situations are basic character requirements for the person who holds this job. Shift work may be required. Extensive background in the use of computers is strongly recommended.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Supervises personnel assigned to his/her shift;
Oversees communication coordination between police, fire and EMS to ensure cooperation and continuity of effort;
Conducts training, development and evaluation of subordinates. This includes, but is not limited to, documentation in personnel files regarding performance, commendations and disciplinary actions;
Participates in development, dissemination and implementation of training, procedures and protocol information;
Supervises and ensure the use of proper telephone and radio dispatch technique, including appropriate terminology and manner;
Manages control room operation during major incident periods to ensure efficient, effective operation of the Center;
Operates computer-controlled radio data systems to dispatch emergency service providers;
Prepares daily activity/incident reports for his/her shift;
Processes complaints made against Center or individuals through use of audio tapes, message logs and interviews, and provide documented reports of same to the 911 Administrator;
Documents and report to 911 Administrator all equipment problems and malfunctions, radio frequency problems or significant activity. Make call-outs or referrals for repair when necessary;
Assists as directed, and perform as assigned, additional duties and/or tasks delegated by the 911 Administrator;
Authorizes leave and overtime for personnel assigned to his/her shift;
Maintains payroll and attendance records for personnel assigned to his/her shift;
Participates in the promotion of a clean, safe, and healthy work environment and perform related duties as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Thorough knowledge of emergency services organization of the county;
Thorough knowledge of the communication center policies and procedures;
Thorough knowledge of federal, state, local laws and regulations governing communication center operations;
Thorough knowledge of geography, patrol areas, fire/EMS districts, roads, streets, special hazards;
Thorough knowledge of radiotelephone operation, practice and procedure;
Thorough knowledge of the communication center equipment;
Ability to plan and supervise the work of subordinates;
Ability to develop and implement training programs, refresher training, etc.;
Ability to perform functions of Emergency Services Dispatcher;
Ability to communicate clearly, tactfully and courteously in English, both orally and in writing;
Ability to perform routine clerical tasks (logs, lists, reports) and data entry not requiring a skilled typist.

MINIMUM QUALIFICATIONS:

- (A) Graduation from High School or possession of a New York State high school equivalency diploma, **PLUS** two years of experience (or its equivalent) as a dispatcher in a computer-aided dispatch/communications center; **OR**
- (B) Four years of experience as a dispatcher in a computer-aided dispatch/communications center; **OR**
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

PROMOTIONAL QUALIFICATIONS:

The promotional exam is open to all qualified employees who have served continuously on a permanent basis in the competitive class for 2 years immediately preceding the exam date as Emergency Services Dispatcher in the Cayuga County E-911 Department.