

# Emergency Services Dispatcher Tompkins County

**Department:** Department of Emergency Response

**Classification:** Competitive

**Labor Grade:** White Collar Grade 12

**Approved:** Board Action 09/87

**Revised:** 9/87;5/91;12/94;10/96;9/97;11/97;11/98;10/00; 04/01; 05/01; 9/03; 1/06; 08/11; 6/13; 8/14; 10/16; 6/19

**By:** AG, Commissioner of Human Resources

## **MINIMUM QUALIFICATIONS: EITHER:**

(a) Graduation from high school or possession of a high school equivalency diploma.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

## **SPECIAL REQUIREMENTS:**

(1) Must successfully pass a post offer of employment (in accordance with the ADA) psychological evaluation, as well as a medical evaluation that will cover, but not be limited to, such areas as: vision, hearing, speech, and physical ability to sit for long periods of time. The employee is required to maintain the physical and mental ability to perform the essential functions of the job (either with or without reasonable accommodations) for the duration of employment.

(2) An applicant must be eligible for all NYSPIN certifications (pass a criminal background check) at the time of application and, if hired, must maintain such eligibility for the duration of employment.

(3) Applicants must possess Emergency Medical Dispatch (EMD) certification within one year of appointment, as provided by the DOER and maintain such certification for the duration of employment.

(4) An applicant must successfully complete all mandatory in-service training as required and provided by DOER.

(5) New hires and re-hires must pass a drug test.

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

The work involves responsibility for receiving and recording 9-1-1, police, fire and emergency medical service (EMS) calls and dispatching the appropriate law enforcement agency, firefighters, paramedics, and equipment to the scene. The incumbent is required to operate computers, related peripheral equipment, radios, telephones and a variety of other emergency communications equipment in order to receive and relay police, fire, emergency medical service and other personnel to incidents and emergencies. 9-1-1/POLICE/FIRE/EMS Dispatchers must maintain a high degree of alertness, accuracy and a steady demeanor in responding to crisis situations. 9-1-1/POLICE/FIRE/EMS Dispatchers perform a variety of clerical duties related to their communication functions. The work is performed in accordance with established policy under the general supervision of the Director of Dispatch Center. The incumbent will perform all related duties as required.

## **TYPICAL WORK ACTIVITIES:**

- Receives and records 9-1-1, police, fire and emergency medical service telephone calls, quickly determining the callers needs and transferring them to an appropriate police, sheriff, medical, and/or fire dispatcher for service;
- Operates computers and related peripheral equipment in support of the 9-1-1 and radio communications systems;
- Queries callers in a calm, systematic manner to determine the nature of the situation, the location, the services needed, and any other information necessary to evaluate the situation;
- Receives information on non-emergency and emergency incidents through several types of alarm systems including radio box alarm, city box alarm, automatic dialers, and alert monitors;
- Dispatches personnel and equipment to police, fire and emergency medical scenes, arranges for mutual aide coverage when necessary by two-way radio communication system, telephone and/or a Computer-Aided Dispatch (CAD) terminal;
- Monitors police, fire and EMS radio frequencies as well as a closed circuit television system to maintain building security;

- Uses a Computer-Aided Dispatch (CAD) terminal to dispatch emergency agencies, enter and retrieve data on incidents, and to complete the NYS coding system;
- Coordinates radio communications between EMS providers and hospital emergency rooms;
- Uses the voice recording system as necessary to play back the daily radio and telephone calls received;
- Contacts additional resources such as; utility companies, highway departments, wreckers, etc.;
- Maintains status and location records of patrol vehicles and emergency vehicles;
- Maintains and reports each fire and intrusion alarms and those who responded to those alarms;
- Makes notifications of appropriate personnel in cases of injury or death at the scene of an emergency;
- Maintains and files a variety of other records, as needed;
- Receives calls for service from the public, provides information and refers callers to the proper individuals or agencies;
- Performs radio communications, as needed, to relay information to police, fire and EMS personnel.

**KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of the geography of the county including location in City of Ithaca, towns, villages of streets, utilities, water systems, residential and commercial districts, police department, fire department and emergency medical service operating areas, etc.;
- Good knowledge of the operation of radios, two-way radio communication system, including FCC regulations, computers and telephone equipment;
- Working knowledge of the 9-1-1 system;
- Working knowledge of different types of alarm systems;
- Working knowledge of the digital recording and playback system;
- Working knowledge of police, fire and EMS department terminology;
- Working knowledge of NYSPIN rules and regulations;
- Ability to clearly and concisely, communicate during emergency situations;
- Ability to perform Computer-Aided Dispatch data entry at an acceptable rate of speed;
- Ability to manipulate an alphanumeric keyboard in order to prepare reports clearly and accurately;
- Ability to understand and follow oral and written instructions;
- Ability to do EMD pre-arrival instructions;
- Ability to understand medical terminology and communicate with a hospital emergency room;
- Ability to perform calmly and efficiently in emergency situations;
- Ability to maintain a high level of confidentiality and professionalism;
- Ability to deal effectively with the public in stressful situations;
- Clerical aptitude;
- Mental alertness and good judgment in emergencies;
- Tact and courtesy;
- The employee's physical and mental condition shall be commensurate with the demands of the position.

Originally created as Dispatcher 09/87. Converted to Emergency Services Dispatcher in 1999.