

EMERGENCY SERVICES DISPATCH SUPERVISOR/CAD ADMINISTRATOR

DISTINGUISHING FEATURES OF THE CLASS: This work involves supervising the activities of an emergency communications center. An employee in this class is responsible for supervising and assigning the work of employees engaged in dispatching emergency medical, fire, and law enforcement personnel and equipment. Training subordinates in the proper use of equipment as well as acceptable standards and procedures of the communications center. Working with the various vendors on maintaining vital Computer Aided Dispatch (CAD) systems, this includes having special privileges to access servers working within the communications center. General supervision is received from a higher-ranking Department officer. An Emergency Services Dispatch/CAD Administrator does related work as required.

TYPICAL WORK ACTIVITIES:

- Develops and recommends staffing levels and structure;
- Supervises the maintenance of records pertaining to the operation of the Communications Center;
- Supervises all communications staff including scheduling shifts, authorizing leave time, instructing, planning and assigning work, evaluating performance, maintaining compliance with standards, policies and procedures, coordinating activities, acting on employee problems and making recommendations on employee hires, commendations, discipline, promotions and discharge;
- Maintain and administer Computer Aided Dispatch (CAD) system ;
- Evaluates and coordinates existing communication services of police, fire, and highway agencies; ambulance services, and inter-governmental communications services and makes necessary recommendations to same;
- Collaborates and consults with other public safety agencies, including police, fire and emergency medical services organizations as functions interface with those of the Communications Center and serves as the representative of the Communications Center;
- Develops, administers and tracks training programs to ensure proficiency of communications staff;
- Monitors and ensures compliance with regulatory standards, statutes, and licensing requirements to maintain required certification for system operation;
- Resolves complaints on issues related to Emergency Communication System operation;
- Coordinates the routine testing, inspection, maintenance and upgrades of communications and Sheriff's office equipment and systems;
- Documents and distributes through appropriate communication channels and the work order processes all reported malfunctions and proposed enhancements of any technology equipment and systems used within the Communications Center;
- Performs the duties of a Dispatcher or Senior Dispatcher when necessary and is expected to report for duty during emergency situations.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the operation of two-way radios, computer terminals, and telephone switchboards; thorough knowledge of the local geography; good knowledge of the various programs, including computer aided dispatch, used in day to day operations in the communications center; ability to type and operate data entry machines accurately; ability to speak clearly and distinctly; ability to plan and supervise the work of others; ability to make correct decisions calmly and quickly during emergencies; ability to maintain records and reports; ability to understand and carry out oral and written

instructions; ability to deal courteously with the public; good judgement; reliability; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Either:

A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree and two (2) years of experience dispatching police, fire or other emergency personnel or vehicles through the use of radio communications, computer equipment, and/or data processing equipment, at least one year of experience must have included the use of computer aided dispatch software;
OR

B) Graduation from high school or possession of a high school equivalency diploma and four years of experience dispatching police, fire or other emergency personnel or vehicles through the use of radio communications, computer equipment, and/or data processing equipment, at least one year of experience must have included the use of computer aided dispatch software.

CATTARAUGUS COUNTY CIVIL SERVICE

Adopt: 11/15/17