

## EMERGENCY SERVICES DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: The work involves operating an emergency communications center, receiving requests for emergency services from the public to include dispatching of Emergency Medical, Fire and Law Enforcement personnel and equipment. Duties are performed under general supervision in accordance with established policies and procedures. An Emergency Services Dispatcher performs related work as required.

### TYPICAL WORK ACTIVITIES:

- Receives emergency and non-emergency requests for Fire, Police and EMS (Emergency Medical Services) responses from the public via the 911-telephone system, two-way radio, and other communications media;
- Dispatches and directs Police, Fire, EMS, and other emergency assistance requests to appropriate locales;
- Logs calls and fills out appropriate incident documentations;
- Selects and assigns complainants to patrol units;
- Operates computer systems to include Statewide Police Information Computer Network, Mapping, Complaint tracking and informational database retrievals;
- Receives and directs phone calls to the communications center to appropriate personnel;
- Trains new personnel in the operation of communications center equipment;
- May provide approved pre-arrival emergency medical instructions prior to emergency personnel arrival;
- May perform routine maintenance and cleaning of communications equipment.

### *An incumbent employed by the City of Olean:*

This works also involves performing supervisory visits of prisoners in the Olean Police Department lock-up and the completion of the required reports according to established policies and procedures and the New York State Correction Law.

- Checks prisoners in the lock-up according to policies, procedures and State Law;
- Works with Incident Commander (I.C.) and carries out the IC's request in the most expedient manner and reports such actions to the I.C.
- May escort prisoners to and from cell blocks, as well as, assisting in prisoner searches in accordance with established policies, procedures and regulations.

### FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of the operation of two-way radios, computer terminals, and telephone switchboards; good knowledge of the geography of Cattaraugus County; ability to type and operate data entry machines accurately at an acceptable rate of speed; ability to speak clearly and distinctly; 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: Graduation from high school or possession of a high school equivalency diploma and either:

A.) Successful completion of a course involving the use of personal computers;

OR

B.) Three months experience in a position, which regularly required a candidate to utilize word processing or personal computer equipment to produce printed copy;

OR

C.) Knowledge of personal computer equipment, operations, and functions.

## CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Retitled: 9/20/95 (from Public Safety Dispatcher)

Revised: 10/21/99

Retitled: 1/2/08 (from Emergency Services Communications Specialist)

Revised: 2/18/10; 01/03/2018