

## SENIOR EMERGENCY SERVICES DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: This work involves supervising the activities of an emergency communications center on an assigned shift. An employee in this class is responsible for assigning the work of employees engaged in dispatching emergency medical, fire, and law enforcement personnel and equipment. An incumbent is also responsible for training subordinates in the proper use of equipment as well as acceptable standards and procedures of the communications center. General supervision is received from a higher-ranking Department officer. A Senior Emergency Services Dispatcher does related work as required.

### TYPICAL WORK ACTIVITIES:

- Supervises subordinate Emergency Services Dispatchers;
- 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, 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;
- Prepares and reviews a variety of records and reports;
- May provide approved pre-arrival emergency medical instructions prior to emergency personnel arrival;
- May perform routine maintenance and cleaning of communications equipment.

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 local geography; 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.

PROMOTIONAL QUALIFICATIONS: Three years of permanent competitive class service as an Emergency Services Dispatcher.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

9/24/09

Retitled from: Sr. Communications Specialist