

## **GENESEE COUNTY**

### **DISPATCHER**

**DISTINGUISHING FEATURES OF THE CLASS:** Answers radio and telephone alarms or calls and dispatches Police, Sheriff's Deputies, fire and emergency medical service equipment to scenes of emergencies and fires. This is responsible work requiring the operation of radio and other devices to dispatch personnel and equipment to scenes of crimes, accidents, and other emergencies. A Dispatcher must be able to rapidly learn to effectively operate radio, teletype-communications, computer and other communication devices. The work is performed on a shift, in accordance with established policies and procedures. General supervision is received from a uniformed officer in charge or other supervisor.

#### **TYPICAL WORK ACTIVITIES:**

Receives, records, and sends, calls and alarms of accidents, fires, and other emergencies, to Sheriff's Deputies, police or to mutual-aid fire departments including both E-911 calls and calls received on traditional lines;  
Maintains radio communications between Control Center and emergency scene with police, fire or other emergency equipment;  
Runs continuing equipment checks and tests, and gives hourly time checks;  
Maintains status log and boards for all fire and emergency equipment in the County, and notifies supervisor of equipment out of order;  
Records reports of calls, emergencies, men and equipment dispatched;  
Performs routine clerical operations connected with the preparation, filing and duplication of reports of activities;  
Maintains security and order of the control center;  
Maintains an orderly work area.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITY, AND/OR PERSONAL CHARACTERISTICS:** Thorough knowledge of the geography of the County; ability to operate radio, telephone, teletype communications and peripheral communication equipment; ability to receive and relay messages in a manner which insures the communication of the essential information required to provide for effective action; ability to use good judgment and act quickly and calmly in emergencies; ability to speak, write, and enunciate clearly; ability to understand and follow oral and written instructions; ability to type at an acceptable rate of speed; clerical aptitude; mental alertness; ability to prepare and maintain simple records and reports; tact and courtesy.

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Page 2

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education, supplemented by a course or experience in typing, **AND EITHER:**

- A. One year full-time, paid experience as a Dispatcher or an active member of an emergency services organization, i.e., firefighter in an organized fire department, law enforcement officer, emergency medical personnel for an ambulance service, or closely-related position, or as a Dispatcher in a private business.

Part-time and volunteer experience will be pro-rated.

Competitive Class

Non-Competitive (PT)

Approved 12/1/75

Revised 8/11/82

9/28/92

12/23/93

12/10/96

10/2/02

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.