

Jurisdictional Class: Competitive; Non-Competitive when Part Time in County

Adopted: February 10, 1989

Revised: May 11, 2010

EMERGENCY COMMUNICATIONS DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: This is highly responsible and periodically stressful work requiring the use of various types of telephonic, radio, and automatic signaling and communications equipment to receive and record emergency calls for assistance, and to dispatch appropriate personnel and equipment to emergencies. The incumbent must be computer literate, able to multi-task, and be readily able to learn to operate telephonic, radio, and automatic signaling communications devices in accordance with established procedures. The incumbent must be able to function calmly in emergencies and take appropriate action in an effective manner. The work is performed on a rotating shift basis which may include shifts on holidays and weekends as well as the evening and midnight hours, and may be required to work alternate shifts through and/or during off duty hours in the event of a major disaster. General supervision is received from the Senior Emergency Communications Dispatcher and/or the Emergency Services Director. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Receives communications regarding all types of assistance, emergencies, or problems from the general public, public entities, and other public safety agencies, follows provided office operating guidelines, obtains specific required information, and determines the proper course of action;
- Initiates notification of the proper agency; and coordinates, assists or otherwise monitors the call/incident through resolution of the incident or handoff to another agency;
- Receives and handles emergency communications and calls for assistance for local and state law enforcement agencies, fire departments within Clinton County as well as EMS squads, occasionally some Canadian and Vermont agencies as well as Federal Department of Homeland Security (CPB/Border Patrol), and in times of high call volume or some type of system impairment, calls for assistance may be received from Essex and/or Franklin Counties;
- Operates the County E911 system which shall include handling calls for assistance via wire-line, wireless and VOIP communication systems including 911 calls, 10 digit central station or lifeline calls, phone, or radio requests from other public safety or municipal entities;
- Utilizes the Priority Emergency Medical Dispatch (EMD) protocols when taking calls for emergency medical assistance, asking all appropriate detailed and pertinent questions to determine the level and priority of response required;
- As may be indicated by EMD protocol, remains on-line with the caller to provide post-dispatch/EMS pre-arrival instructions as a means of possible intervention for cases including cardiac arrest, choking, childbirth, uncontrolled bleeding, etc.;
- Follows operating guidelines for processing abandoned E911 calls by attempting to reach the original caller to verify safety and well being, which may include filing exigent circumstance documentation with wireless 911 providers to determine original callers identity, address and last known location, and notification of other agencies to seek out callers when location is determined but contact cannot be made;
- Operates the County public safety radio communications systems following operating guidelines and procedures established by the Federal Communications Commission and Emergency Services Director;
- Transmits via radio, telephone, or other directed alerting system means, notification to the appropriate agency required to respond to the specific type of incident, monitors radio communications, and alerts additional agencies or resources to respond to incidents at the request of the Incident Commander;

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- Communicates with all covered agencies and logs, pursuant to CAD system protocols and operating guidelines, all communications and operations in progress, including recording status of all fire and EMS emergency equipment within the County mutual aid system, County Airport Fire Department apparatus, Clinton County Sheriff's Department patrol units, marine units, the Rouses Point Police Department, etc.;
- Monitors and communicates on various other public safety radio systems including the intra-county school bus radio system, the CCPT radio channel, New York State DEC radio system, DHS Customs and border protection radio system, local highway department radio channels, NYS law enforcement interagency radio channel, and the City of Plattsburgh Police tactical radio channel and may be required to perform inter-channel patching between channels/systems and the Clinton County 800 MHZ Fire/EMS/Law Enforcement system;
- Responsible for after hours, weekend, and holiday answering and paging for various County Departments and other agencies including the NYS Department of Transportation Plattsburgh Office, local municipal highway departments, and the American Red Cross;
- Responsible for monitoring and notification of message traffic passed on the FEMA NAWAS emergency telephone system to both local officials and officials from Essex, Franklin, and Hamilton County;
- Monitors the in-house satellite weather radar as well as the national weather service alert system and transmits all notice of alerts affecting our area to appropriate superiors, agencies, etc.;
- Tracks road closures and water utility impairment notifications and makes appropriate notifications to partner agencies;
- When directed, is responsible for initiating the Emergency Broadcast System in the event of a natural or manmade disaster;
- Monitors and reports to superiors any alarms and trouble status reports received by automated systems monitoring equipment tied with the County Public Safety Radio system, the E911 systems, and communications microwave and tower backup power systems;
- Initiates and maintains time line records and audiotape records of all communications on a continuous basis;
- Performs clerical operations related to preparing reports, filing, statistical tabulation, and data entry, maintains dispatch center inventory control and work hour scheduling and backfill;
- Maintains general security, cleanliness, and order of the control center;
- Does routine cleaning of work area and equipment;
- Performs routine trouble checks of radio and E911 system equipment room and reports any damaged or dysfunctional equipment to supervisory staff.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

- Good knowledge of geography and streets of the County and surrounding area;
- Good knowledge of all emergency service providers within the surrounding area;
- Ability to operate various types of telephonic, radio, and automatic signaling and communications equipment;
- Working knowledge of computer operation;
- Ability to act quickly and calmly in emergencies;
- Ability to perform under stress;
- Ability to speak, write, and enunciate clearly;
- Ability to deal effectively with the public;
- Ability to understand and follow oral and written instructions;
- Ability to prepare simple reports;
- Ability to perform more than one operation simultaneously;
- Mental alertness;
- Sound judgment.

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MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma, supplemented by computer, data entry, and/or typing courses or experience.

NOTE: Satisfactory completion of a high school course in typing, data entry, or computer will satisfy this requirement.

NOTE: Candidates must successfully complete initial Emergency Medical Dispatch training and ongoing bi-annual continuing education requirements to maintain Emergency Medical Dispatch certification; must successfully complete initial CPR certification instruction and ongoing bi-annual CPR recertification; must successfully complete initial APCO Basic Telecommunicator certification training; and successfully complete and document annual routine in-house review and refresher training as required by the NYS 911 Board.