

Jurisdictional Class: Competitive
Adopted: March 20, 1989
Revised: July 30, 2010

SENIOR EMERGENCY COMMUNICATIONS DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory position responsible for the training, supervision, and oversight of personnel and the operation of the dispatch center for emergency services. The incumbent is also responsible for the maintenance of all equipment within, and/or connected to, the dispatch center including multiple radio systems, multiple telephone systems (administrative and E911), and multiple computer networks (E911 and radio system). The incumbent is also responsible for 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 work is performed under the general supervision of the Assistant Emergency Services Director and the Emergency Services Director with leeway allowed for the exercise of independent judgment in carrying out the details of the position in accordance with prescribed policies and procedures. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Supervises the work of Emergency Communications Dispatchers and maintains work shift schedules;
Oversees the E911 operations and maintenance of all equipment including multiple radio systems, multiple telephone systems (administrative and E911), and multiple computer networks (E911 and radio system);
Oversees the operation of radio equipment to dispatch Fire and Emergency Vehicles and other services as contracted and may operate as needed;
Maintains status and location records on all equipment serving the County radio system and E911 system;
Oversees the maintenance of a daily log of calls received and transmitted;
Instructs subordinates and other new department personnel in the proper operation and maintenance of E911 and communications equipment and the duties and functions of their position;
Maintains liaison and coordinates activities between the communications center and all local first response agencies (Fire, Police, and EMS) relative to communications issues;
Receives complains from the general public or partner agencies relative to dispatch center performance as well as investigates and takes correction action as needed;
May operate a variety of common office machines and perform clerical duties related to the work, including operation and data input and collection on the E911 system, SMARTNET Communications Management System, and the Systems Watch Communications Management System;
Oversees and 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 and obtains specific required information;
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;
Oversees, 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;
Oversees and 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;

Senior Emergency Communications Dispatcher

- 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;
- Oversees and operates the county public safety radio communications systems following operating guidelines and procedures established by the Federal Communications Commission and Emergency Services Director;
- Oversees and 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;
- 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;
- Oversees and may be 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;
- Oversees and monitors 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;
- Oversees, 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;
- Oversees the Maintenance of general security, cleanliness, and order of the control center;
- Oversees and performs routine trouble checks of radio and E911 system equipment room.

Senior Emergency Communications Dispatcher

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge of the operation of various types of telephonic, radio, and automatic signaling and communications equipment;

Good knowledge of the geography and streets of the county and surrounding area;

Good knowledge of all emergency service providers within the surrounding area;

Working knowledge of computer operation;

Ability to act quickly and calmly in emergencies;

Ability to perform under stress;

Ability to maintain accurate records and prepare reports;

Ability to counsel, discipline, and act as liaison between subordinates and supervisors;

Ability to understand and carry out oral and written instructions;

Ability to plan and supervise the work of others;

Ability to write legibly;

Ability to perform more than one operation simultaneously;

Sound judgment.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience in the dispatching of police, fire, or other emergency personnel or equipment through use of radio/telephone equipment, which shall have included computer, data entry, or typing.

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.