

Civil Division: Oneida County Government
Jurisdictional Class: Competitive
EEO Category: Protective Service
Adopted: 07/11/12

DISPATCH OFFICER

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for performing security dispatching and/or clerical duties within a department, which includes a high volume of data entry, security radio communication and telephone communication. The incumbent receives and efficiently refers incoming information to appropriate personnel, via telephone and radios. The work of this position differs from that of a Public Safety Telecommunicator (PST) in that the incumbent is responsible for non-emergency calls only, allowing PSTs more time to focus on emergency situations. Additional duties are of a routine clerical nature. Work is performed under general supervision, in accordance with established policy. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Answers telephones and provides /receives information/complaints;
Monitors cameras;
Dispatches messages, information and personnel as appropriate;
Operates radio equipment, computer, calculator and other office equipment;
Prepares, inputs and maintains logs, files, reports, statistics and other information using current technology;
Completes assigned training programs and training updates including but not limited to first aid, CPR, AED, etc.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the operation of radio, telephone and computer equipment; good knowledge of the geography of the municipality; good communication skills; ability to maintain records and prepare reports; ability to understand and follow oral and written directions; ability to react efficiently and calmly to emergency situations; ability to work independently; clerical aptitude; mental alertness; good judgment.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma **AND** one (1) year of clerical experience, which included typing or keyboarding.

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