

DISPATCHER-SHERIFF

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the County of Oneida and involves responsibility for staffing the telecommunications console on assigned shift in receiving and transmitting messages and requested information to Road Patrol Officers, other law enforcement agencies, fire departments, ambulance services and performing related communications activities involving the operation of telephone, teletype, two-way citizen's band and short wave radios. Data is input into computer-aided dispatch systems utilizing a typewriter-style computer terminal keyboard. Employees in this class must be able to function calmly in emergencies and to take appropriate action in an efficient manner. Additional duties are of a routine clerical nature. The work is performed under the direct supervision of a designated shift supervisor and the Director of Emergency Services, with considerable leeway allowed for the exercise of independent judgement in carrying out technical details of the work. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Operates radio equipment to direct road patrol cars, fire apparatus, and ambulance vehicles to the scenes of crimes, citizen complaints or other emergencies;
- Answers incoming telephone calls and provides information or receives complaints from the public;
- Dispatches emergency and non-emergency calls using the proper dispatch formats as outlined in the communication center policies and procedures;
- Operates teletype machine to obtain and relay information about motor vehicles, suspected law violators, etc.;
- Contributes to, and participates in, the team effort of training new personnel, cross training of veteran personnel, and the continuing training of all personnel;
- Monitors police, fire and citizen band frequencies continuously to be aware of occurrences which may require involvement of any of the emergency service agencies in the County;
- Prepares and maintains a variety of logs, records and reports relating to the location and activity of the emergency service agencies dispatched by the communication center, and all calls received on tour of duty.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of telephone, teletype and two-way short wave and citizen's band radio operating procedures; good knowledge of the geography and the municipalities of the County; working knowledge of modern principles and practices of law enforcement, fire fighting response and emergency medical response; ability to remain calm in emergency situations; ability to be courteous yet firm with emergency response personnel and the general public; ability to understand and execute several complex oral and written directions simultaneously; ability to learn and apply to real situations the operation of data processing information retrieval equipment such as computer terminal keyboards; ability to quickly and accurately enter orally transmitted data utilizing a typewriter-style computer keyboard; ability to maintain records and prepare reports; ability to express oneself clearly on the radio, on the telephone and in person.

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MINIMUM QUALIFICATIONS:

- (A) Graduation from high school or possession of a high school equivalency diploma **AND** successful completion of a course in typing or data entry; **OR**
- (B) Six (6) months of work experience or its part-time equivalent, involving typing or inputting on a keyboard-style computer terminal as a major function of the job; **OR**
- (C) An equivalent combination of training and experience, as defined by the limits of (A) and (B) above.