

Jurisdiction: Oneida County,
Towns & Villages
Jurisdictional Class: Competitive
Revised: 11/30/95

RADIO DISPATCHER SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This position exists in a Law Enforcement Office or an Emergency Communications Operation Center and involves performing and supervising work related to the dispatching of police, fire and emergency medical service personnel and vehicles, which includes the operation of radio and computer equipment. The work is performed under the direct supervision of a Police Chief, Deputy Sheriff Lieutenant, Director of Emergency Services, or other higher-ranking department member. The incumbent is also responsible for instructing all new department personnel in system operations. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Operates radio equipment to dispatch police, fire and emergency medical services personnel and vehicles, and supervises others doing this work;
Provides information and receives complaints;
Maintains status and location records on all vehicles;
Operates computer equipment to secure and transmit information;
Supervises and assists in the operation of radio, telephone, and computer equipment related to the receiving of emergency calls and dispatching of personnel;
Reviews records and reports, including daily logs and complaint sheets, for completeness and conformance to procedures;
Instructs new dispatchers in the operation of emergency dispatching equipment, record keeping, and the rules and regulations of the department;
Establishes work schedules for dispatchers, ensuring adequate coverage;
Records vacations, sick days, and time off taken by dispatchers;
Ensures that equipment is maintained in continuous working order, notifying superior if repairs are needed;
Ensures good order and cleanliness of communications center;
Works in relief of dispatchers, as needed;
Resolves personnel and operating problems in the communications center;
Maintains activity records and reports;
Oversees NYSPIN validation requirements, and ensures that all system regulations are met and maintained;
Maintains schedule and continuity of tape recorder recording tapes and all reports necessary for proper administration.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the practices and procedures of operating radio, telephone, computer, and related equipment; good knowledge of the principles, practices, and terminology of an emergency communications system; good knowledge of the geography of the county; ability to supervise the work of others; ability to interpret and follow written and oral instructions; ability to maintain records and reports; ability to act calmly and efficiently in emergencies.

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MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college with an Associate's Degree **AND** two (2) years of dispatch operations experience in police, fire, and emergency medical services from a centralized dispatch location; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of experience as described in (A) above; **OR**
- (C) An equivalent combination of training and experience, as defined by the limits of (A) and (B) above.

Promotion:

Twenty-four (24) months permanent competitive status as Dispatcher Sheriff.