

Civil Division: Oneida County Government  
Jurisdictional Class: Competitive  
EEO Category: Protective Service: Non-Sworn  
Revised: 10/10/13

## **SUPERVISING PUBLIC SAFETY TELECOMMUNICATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent in this class is responsible for supervising the activities of subordinate Public Safety Telecommunicators and Senior Public Safety Telecommunicators and for managing the current operational activities of the communications center during an assigned shift. The incumbent will be fully functional at each operational position in the communications center and may be used as relief or replacement at a position when needed. The incumbent will advise supervisors in matters relating to the operations of the communications room to include staffing and discipline, and lead all subordinate staff in fulfilling the mission of the department and county government. The incumbent assists in the scheduling of personnel for such assignments as duty positions, leaves, and training. When necessary, the incumbent advises subordinates in interpreting policy, procedure, rules, regulations, and law. The incumbent also leads in the training, development, and evaluation of subordinate staff. The incumbent may also function as an agency training coordinator responsible for developing and instituting various types of training programs. The incumbent will troubleshoot problems with radio, computer, and peripheral equipment; and may also be required to monitor the activities of radio maintenance personnel, technical support personnel, and the obligations of other contractual services provided to the Communications Center.

This job involves an unusual working environment which includes sudden changes in the level of work activity. Employees are required to work shifts which cover both day and night hours, weekends and holidays. The incumbent needs to be courteous and tactful when dealing with others, and able to remain calm in high stress and/or emergency situations. The incumbent will present a positive attitude in performance of their duties and when representing the department. The job also requires employees to leave their work environment in a clean and tidy condition at all times thus promoting a clean, safe and healthy work place.

The work is performed under the general supervision of the Deputy Director of Emergency Services or other Supervisor. Immediate supervision is exercised over Public Safety Telecommunicators and Senior Public Safety Telecommunicators. The incumbent performs related work as required.

### **TYPICAL WORK ACTIVITIES:** (Illustrative)

- Supervises Public Safety Telecommunicators, Senior Public Safety Telecommunicators and other assigned personnel;
- Manages current operations of the communications center to promote cooperation and continuity of effort among public safety and public service agencies;
- Acts as a relief Telecommunicator when needed;
- Acts as an advisor to supervisors on operational matters;
- Assist supervisors in coordinating training events for the Center as well as Contributing to, and participating in the team effort of development and evaluation of new personnel, and the in-service training of all personnel;
- Ensures compliance with relevant policies, procedures, rules and regulations by all subordinate personnel;

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### **TYPICAL WORK ACTIVITIES:** (continued)

Assists in the scheduling of duty assignments and other events;  
Prepares correspondence regarding subordinate, including commendations or disciplinary actions as required;  
Conducts evaluations of subordinates as required;  
Maintains familiarity with and thorough knowledge of all the positions in the communications center;  
Disseminates new and/or procedural information to employees;  
Troubleshoots equipment malfunctions and makes notifications to correct the problem;  
Participates in the promotion of a clean, safe and healthy work environment and performs related duties as required;  
Assists as directed, and performs additional duties as assigned.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Comprehensive knowledge of the application of County and departmental policies, procedures, rules and regulations relevant to the administration and operation of a communications center; comprehensive knowledge of the functions of the emergency service providers within the County; thorough knowledge of the application of Federal, State and local laws and regulations that pertain to the operations and functions within a communications center; thorough knowledge of the functions of Senior Public Safety Telecommunicators and Public Safety Telecommunicators; thorough knowledge of the geography, political sub-divisions, law enforcement, fire, and EMS response areas of the County; ability to function quickly and effectively under various levels of activity and stress; ability to develop and implement comprehensive public safety communications initial and in-service training programs; ability to effectively direct and supervise subordinate employees; ability to use tact, sound judgment, and courtesy when dealing with others; ability to follow oral and written instructions; ability to communicate clearly both orally and in writing; physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:**

#### **Promotion:**

Thirty-six (36) months full-time, permanent competitive status as Senior Public Safety Telecommunicator.

#### **Open Competitive:**

Satisfactory completion of a minimum of thirty (30) college credit hours from a regionally accredited or New York State registered college or university **AND** five (5) years of experience as a Public Safety Telecommunicator in a computer aided public safety dispatch/communication center.

Adopted: 1990's

Revised: 03/08/93, 04/22/93, 04/28/93, 11/30/95, 03/15/06, 03/01/13, 10/10/13