

Jurisdictional Class: Competitive; Non-Competitive when Part Time in County

Adopted: February 10, 1989

Revised: August 12, 2025

EMERGENCY COMMUNICATIONS DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: This is highly responsible and periodically stressful work requiring the 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 incumbent must be computer literate, able to multi-task, and be readily able to learn to operate telephonic, radio, and automatic signaling communications devices in accordance with established procedures. The incumbent must be able to function calmly in emergencies and take appropriate action in an effective manner. The work is performed on a rotating shift basis which may include shifts on holidays and weekends as well as the evening and midnight hours, and may be required to work alternate shifts through and/or during off duty hours in the event of a major disaster. General supervision is received from the Senior Emergency Communications Dispatcher, Emergency Services Assistant Director, and/or the Emergency Services Director. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- 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, obtains specific required information, and 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;
- Monitors, tracks, and updates resource availability/status using CAD and IAM Responding systems;
- 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;
- Operates the County E911 system which shall include handling calls for assistance via wire-line, wireless, Text2-911, 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;
- Utilizes 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;
- Operates the County public safety radio communications systems following operating guidelines and procedures established by the Federal Communications Commission and Emergency Services Director;
- 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;

Emergency Communications Dispatcher

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, etc.;

Monitors and communicates on various other public safety radio systems including but not limited to 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 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;

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, and local municipal highway departments;

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, including notating road closures on CAD map;

Monitors and reports to superiors 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;

Operates audio log recording systems to review incident communications telephone or radio as necessary;

Initiates special announcement messages or other emergency text messages using IAMR responding system;

Performs clerical operations related to preparing reports, filing, statistical tabulation, and data entry, maintains dispatch center inventory control, key control, and work hour scheduling and backfill;

Maintains general security, cleanliness, and order of the Dispatch center;

Completes routine cleaning of work area, Dispatch center room, and equipment;

May perform various staff training activities on new systems/topics as well as portions of new hire staff training as directed by a Senior Emergency Communications Dispatcher;

Performs routine trouble checks of radio and E911 system equipment room(s) and reports any damaged or dysfunctional equipment to supervisory staff.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

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

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

Ability to operate various types of telephonic, radio, and automatic signaling and communications equipment;

Working knowledge of computer operation;

Ability to act quickly and calmly in emergencies;

Ability to perform under stress;

Ability to speak, write, and enunciate clearly;

Ability to deal effectively with the public;

Ability to understand and follow oral and written instructions;

Ability to prepare simple reports;

Ability to perform more than one operation simultaneously;

Mental alertness;

Sound judgment.

Emergency Communications Dispatcher

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma, supplemented by computer, data entry, and/or typing courses or experience.

NOTE: Satisfactory completion of a high school course in typing, data entry, or computer will satisfy this requirement.

SPECIAL REQUIREMENTS: In accordance with New York State CRR Title 21, Section 5201.2, all candidates for employment in this title shall be subject to a background investigation, including a fingerprint based criminal history search, medical examination to include a hearing test, and a psychological examination/personality assessment, prior to appointment. All such assessments shall be in conformity with New York Executive Law article 15 (Human Rights Law).

NOTE: In accordance with New York State CRR Title 21, Section 5201.3, all candidates must successfully complete a minimum 240 hour Emergency Services Dispatch Training and Evaluation Program pursuant to New York State CRR Title 21, Section 5200, including but not limited to successful completion of a 40-hour public safety telecommunicator (PST) course (APCO Public Safety Telecommunicator), Emergency Medical Dispatch (EMD) training course (APCO Emergency Medical Dispatch), CPR certification course and Incident Command System Training courses (IS-100, IS-200, IS-700 and IS-800) within 12 months of appointment. Twenty-one hours (21) of approved annual continuing education as well as PST, EMD and CPR mandatory recertification on a recurring basis are a condition of continued employment.