

Dispatch Supervisor/CAD Systems Specialist Tompkins County

Department: Department of Emergency Response
Classification: Competitive
Labor Grade: White Collar grade 14
Approved: Title changed from Dispatch Supervisor 1/3/12
Revised: 8/14; 10/16
By: AF, Commissioner of Personnel

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma **AND** six years of full-time paid experience as a Dispatcher in an Emergency Communications Center (part-time or volunteer experience does not qualify).

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

SPECIAL REQUIREMENTS:

- (1) Must successfully pass a post offer of employment (in accordance with the ADA) psychological evaluation, as well as a medical evaluation that will cover, but not be limited to, such areas as: vision, hearing, speech, and physical ability to sit for long periods of time. The employee is required to maintain the physical and mental ability to perform the essential functions of the job (either with or without reasonable accommodations) for the duration of employment.
- (2) An applicant must be eligible for all NYSPIN certifications and/or eJustice portals at the time of application and, if hired, must maintain such eligibility for the duration of employment.
- (3) Applicants must possess CPR and Emergency Medical Dispatch (EMD) certification at the time of appointment and maintain such certification for the duration of employment.
- (4) An applicant must successfully complete all mandatory in-service training as required and provided by DOER.
- (5) New hires and re-hires must pass a drug test.
- (6) Must obtain certification as a CAD System Applications Administrator through the department's CAD Systems vendor within one year of the date of appointment and maintain certification for the duration of employment.

DISTINGUISHING FEATURES OF THE CLASS:

The primary responsibility of an incumbent in this class is to receive and record 9-1-1, police, fire and emergency medical service (EMS) calls and dispatch the appropriate police officers, firefighters, paramedics, and equipment to the scene of an incident. In addition to the primary responsibilities of Dispatch Supervisor, the incumbent will implement training, quality improvement and quality assurance programs, and perform administrative and technical duties in researching, recommending, installing, integrating, and trouble-shooting hardware and software in support of Tompkins County's Computer-Aided Dispatch (CAD) system. The incumbent will work closely with the Director of ITS, Public Safety Systems Administrator, GIS Administrator, and other jurisdictions within Tompkins County, including local, state and federal agencies, to support a collaborative public safety system. This position requires a thorough knowledge of CAD software applications, operating systems, and the ability to translate/train supervisors and dispatchers in CAD applications. This employee will also serve as a lead dispatcher on a given shift providing direction and guidance to other dispatchers. The incumbent is required to operate computers, related peripheral equipment, radios, telephones and a variety of other emergency communications equipment in order to receive and relay police, fire, emergency medical service and other personnel to incidents and emergencies. Dispatch Supervisors/CAD Systems Specialists must maintain a high degree of alertness, accuracy and a steady demeanor in responding to crisis situations. Dispatch Supervisors/CAD Systems Specialists perform a variety of clerical duties related to their communication functions. The work is performed in accordance with established policy under the general supervision of the Communications Center Manager. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Maintains a high level of alertness at all times, as is required by the nature of the job;
- Perform all aspects of the position of Emergency Services Dispatcher and Dispatch Supervisor;
- Supervises shift operations, including checking the work quality of persons on shift;
- Monitors various systems in the Department of Emergency Response building and the 9-1-1 Communications Center, trouble-shoots problems and make appropriate notifications, as needed;
- Assigns staff to dispatching positions for respective shifts;
- Approves time off requests, schedule the relief Emergency Services Dispatcher, perform overtime call in for emergency coverage (i.e.: sick time) and arrange for staffing for vacations and other non-emergency coverage;
- Approves time cards for dispatchers on their respective shifts and forward completed time cards to the Communications Center Manager;
- Prepares the annual shift selection and master schedule for the Emergency Services Dispatchers;
- Conducts shift briefings regarding upcoming events and inform the respective shifts of any changes to policy and procedure. Conducts in-service training;
- Briefs the oncoming Dispatch Supervisor of all pertinent information in regard to incidents, events or circumstances that may affect the oncoming shift;
- Supervises and control non-employee access to the 9-1-1 Dispatch Center;
- Receives, resolves and/or forwards complaints to the Communications Center Manager;
- Reports all Call Review requests to the Communications Center Manager;
- Makes radio and/or telephone re-recordings as necessary for review by the Communications Center Manager;
- Informs the Communications Center Manager of problems and suggestions for shift operations;
- Proactively pursues up-dated, time sensitive CAD data and information and enter that data in accordance with the training and guidelines set forth by the Senior Clerk in the Office of Emergency Response;
- Reviews, for quality control, the operation and maintenance of CAD information and incidents;
- Annually completes employee evaluations for the Emergency Service Dispatchers on their respective shifts, for the Communications Center Manager;
- Ensures accuracy of police, fire, and ambulance apparatus assignments and statuses;
- Completes an entry in the dispatch logbook at the completion of each shift;
- Performs NYSPIN TAC duties including quality control, training, certification and review;
- Represents the Communications Center at the Tompkins County Fire Chief's monthly meetings and other designated meetings as requested;
- Coordination of supply acquisition, as needed;
- Oversees operation of the computer systems as directed by the Systems Manager and the Communications Center Manager;
- Participates in the development and maintenance of law enforcement, fire, and EMS CAD response plans;
- Works with the Communications Center Manager and Public Safety Systems Administrator to develop and implement best practices and policies related to the standardization and use of the CAD systems for the 9-1-1 Dispatch Center and the Emergency services Dispatchers;
- Works with County ITS and the Communications Center Manger in installing, configuring, testing and training of users on systems software and CAD systems interfaces including NYS provided eJustice integrated Justice Portal, digitized alarm systems, mobile data terminals, and other mobile devices, radio dek head statuses, and other components or integrated systems in the 911 dispatch center;
- Communicate with vendors and other technical support personnel to resolve problems as they relate to CAD systems and the 9-1-1 Dispatch Center;
- Reviews the operation and maintenance of CAD information and incidents for quality control and improved efficiency purposes;
- Develops, implements, and administers training, quality improvement, and quality assurance programs to achieve a high level of performance of all Communications Center personnel;
- Monitors various systems in the department of emergency response building and the 9-1-1 dispatch center, troubleshooting problems and making appropriate notifications and documentation as needed;
- Coordinates with County ITS to provide help desk coverage and support for emergency services Dispatchers and other jurisdictional participants, including response to emergency calls for hardware, software, troubleshooting, and/or repair;
- Performs all other duties as assigned by the Communications Center Manager.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of the geography of the county including location in City of Ithaca, towns, villages of streets, utilities, water systems, residential and commercial districts, police department, fire department and emergency medical service operating areas, etc.;
- Thorough knowledge of the operation of radios, two-way radio communication system, including FCC regulations, computers

- and telephone equipment;
- Thorough knowledge of NYSPIN/eJustice rules and regulations;
- Thorough knowledge of the center's Computer-Aided Dispatch (CAD) operating systems and software applications;
- Good knowledge of the 9-1-1 system
- Good knowledge of different types of alarm systems;
- Good knowledge of the digital recording and playback system;
- Good knowledge of police, fire and EMS department terminology;
- In depth knowledge of NYSPIN rules and regulations;
- Ability to plan, assign and supervise the work of Dispatchers;
- Ability to plan, deliver, and administer programs for training, quality improvement, and quality assurance within the Communications Center;
- Ability to clearly and concisely, communicate during emergency situations;
- Ability to translate/train other supervisors and emergency services dispatchers in CAD operations;
- Ability to perform Computer-Aided Dispatch data entry at an acceptable rate of speed;
- Ability to manipulate an alphanumeric keyboard in order to prepare reports clearly and accurately;
- Ability to understand and follow oral and written instructions;
- Ability to understand medical terminology and communicate with a hospital emergency room;
- Ability to perform calmly and efficiently in emergency situations;
- Ability to deal effectively with the public in stressful situations;
- Clerical aptitude;
- Mental alertness and good judgment in emergencies;
- Tact and courtesy;
- The employee's physical and mental condition shall be commensurate with the demands of the position.

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