

# **Emergency Services Dispatcher/CAD Systems Specialist Tompkins County**

**Department:** Department of Emergency Response

**Classification:** Competitive

**Labor Grade:** White Collar grade 13

**Approved:** Reclassification 02/2012

**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 three 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 (pass a criminal background check) at the time of application and, if hired, must maintain such eligibility for the duration of employment.

(3) Must obtain certification as a CAD System Applications Administrator through the department's CAD Systems vendor within one year from the date of appointment and maintain such certification for the duration of employment.

(4) Applicants must possess Emergency Medical Dispatch (EMD) certification within one year of appointment, as provided by the DOER and maintain such certification throughout the life of employment.

(5) An applicant must successfully complete mandatory in-service training as required and provided by DOER.

(6) New hires and re-hires must pass a drug test.

## **DISTINGUISHING FEATURES OF THE CLASS:**

The work involves responsibility for receiving and recording 9-1-1, police, fire and emergency medical service (EMS) calls and dispatching the appropriate law enforcement agency, firefighters, paramedics, and equipment to the scene. 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. 9-1-1/POLICE/FIRE/EMS Dispatchers must maintain a high degree of alertness, accuracy and a steady demeanor in responding to crisis situations. Emergency Services Dispatcher/CAD Systems Specialists perform a variety of clerical duties related to their communication functions. In addition to the primary responsibilities of a dispatcher, the incumbent will 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. 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;
- Performs all aspects of the position of Emergency Services Dispatcher;

- Monitors various systems in the Department of Emergency Response building and the 9-1-1 Communications Center, trouble shooting problems and making appropriate notifications as needed;
- Receives, resolves and/or forwards complaints to the Communications Center Manager;
- Makes radio and/or telephone re-recordings as necessary for review by the Communications Center Manager;
- Proactively pursues updated, time-sensitive CAD data and information and enters 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;
- Ensures accuracy of police, fire and ambulance apparatus assignments and statuses;
- Represents the Communications Center at the Tompkins County Fire Chief's monthly meetings and other designated meetings as requested;
- 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 Manager 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;
- Communicates 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;
- 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.
- Receives and records 9-1-1, police, fire and emergency medical service telephone calls, quickly determining the callers needs and transferring them to an appropriate police, sheriff, medical, and/or fire dispatcher for service;
- Operates computers and related peripheral equipment in support of the 9-1-1 and radio communications systems;
- Queries callers in a calm, systematic manner to determine the nature of the situation, the location, the services needed, and any other information necessary to evaluate the situation;
- Receives information on non-emergency and emergency incidents through several types of alarm systems including radio box alarm, city box alarm, automatic dialers, and alert monitors;
- Dispatches personnel and equipment to police, fire and emergency medical scenes, arranges for mutual aide coverage when necessary by two-way radio communication system, telephone and/or a Computer-Aided Dispatch (CAD) terminal;
- Monitors police, fire and EMS radio frequencies as well as a closed circuit television system to maintain building security;
- Uses a Computer-Aided Dispatch (CAD) terminal to dispatch emergency agencies, enter and retrieve data on incidents, and to complete the NYS coding system;
- Coordinates radio communications between EMS providers and hospital emergency rooms;
- Uses the voice recording system as necessary to play back the daily radio and telephone calls received;
- Contacts additional resources such as; utility companies, highway departments, wreckers, etc.;
- Maintains status and location records of patrol vehicles and emergency vehicles;
- Maintains and reports each fire and intrusion alarms and those who responded to those alarms;
- Makes notifications of appropriate personnel in cases of injury or death at the scene of an emergency;
- Maintains and files a variety of other records, as needed;
- Receives calls for service from the public, provides information and refers callers to the proper individuals or agencies;
- Performs radio communications, as needed, to relay information to police, fire and EMS personnel.

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

- Good 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.;
- Good knowledge of the operation of radios, two-way radio communication system, including FCC regulations, computers and telephone equipment;

- Good knowledge of NYSPIN/eJustice rules and regulations;
- Working knowledge of the 9-1-1 system;
- Working knowledge of different types of alarm systems;
- Working knowledge of the digital recording and playback system;
- Working knowledge of police, fire and EMS department terminology;
- Working knowledge of NYSPIN rules and regulations;
- Ability to translate/train supervisors and dispatchers in CAD operations;
- Ability to clearly and concisely, communicate during emergency situations;
- 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 do EMD pre-arrival instructions;
- Ability to understand medical terminology and communicate with a hospital emergency room;
- Ability to perform calmly and efficiently in emergency situations;
- Ability to maintain a high level of confidentiality and professionalism;
- 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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