

**TOMPKINS COUNTY CIVIL SERVICE
VACANCY
Inclusion Through Diversity**

OPEN TO THE PUBLIC

**Tompkins County Department of Human Resources Office
125 E. Court Street
Ithaca, NY 14850
(607) 274-5526**

Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply

TITLE: Emergency Services Dispatcher Trainee

SALARY: Hire Rate: \$29.87/hr, Work Rate (after 9 months): \$31.45/hr. (2026 rates)

TYPE OF EMPLOYMENT: Full Time

ISSUE DATE: 06/08/26

THE FINAL DATE TO FILE APPLICATIONS: 07/06/26

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 07/07/26

RESIDENCY: Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

The Department of Emergency Response is seeking 2 qualified candidates for the position of Emergency Services Dispatcher Trainee. This position is responsible for receiving emergency and non-emergency calls, dispatching appropriate emergency resources, monitoring communications systems, and maintaining accurate records in a fast-paced public safety environment.

Successful candidates will be onboarded September 14, 2026.

This position is being filled under New York State's Hiring for Emergency Limited Placement (HELP) Program. Qualified candidates may be appointed without taking a Civil Service examination. Employees appointed through the HELP Program may be eligible for permanent appointment upon meeting Civil Service and program requirements.

Work Schedule

During the training phase of employment, hours of work will vary and may include daytime, evening, overnight, weekend, and holiday hours as necessary to provide comprehensive training and evaluation.

Upon successful completion of training, employees will be assigned to a 12-hour shift schedule as part of a 24-hour, 7-day-per-week emergency communications operation. Shift assignments include nights, weekends, holidays, and mandatory overtime as operational needs require.

Applicants should understand that this is not a traditional Monday–Friday office position and must be available to work a variety of shifts to support continuous public safety operations.

Knowledge, Skills, and Abilities

Emergency Services Dispatchers are responsible for receiving, processing, and entering critical information that directly impacts emergency response operations. Successful candidates will possess and demonstrate:

- Excellent communication and customer service skills
- The ability to communicate clearly and professionally with callers, responders, and partner agencies
- Strong spelling, grammar, keyboarding, and computer skills
- The ability to accurately enter, verify, and update information while managing multiple tasks simultaneously
- Exceptional attention to detail and commitment to accuracy
- Strong multitasking, problem-solving, and decision-making abilities
- The ability to remain calm and effective under pressure
- The ability to work effectively in a high-stress environment and handle exposure to difficult, traumatic, or emotionally charged situations
- The ability to work cooperatively as part of a team while maintaining professionalism and confidentiality

Position Overview

Emergency Services Dispatchers play a vital role in public safety, serving as the critical link between the public and emergency responders. This position offers the opportunity to make a meaningful difference in the community while working in a challenging, fast-paced environment where professionalism, teamwork, and accuracy are essential.

Qualified candidates are encouraged to apply.

MINIMUM QUALIFICATIONS: EITHER:

1. Graduation from high school or possession of a high school equivalency diploma.

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) Applicants must possess Emergency Medical Dispatch (EMD) certification within one year of appointment, as provided by the DOER 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) Attend Civil Service Preparation Workshops during their training period.

NOTE: The incumbent will promote to the title of Emergency Services Dispatcher without further competitive examination after successfully completing a minimum twenty-six weeks or a maximum fifty-two weeks traineeship.

DISTINGUISHING FEATURES OF THE CLASS:

This is an entry level training position in the competitive class for which candidates undergo on the job training to learn the basic skills necessary to become an Emergency Services Dispatcher. During the training period the trainee will obtain specific training related to 9-1-1 call taking and intake procedures, police, fire, and EMS dispatching.

The work involves working closely with designated trainers to learn how to receive and record 9-1-1, police, fire and emergency medical service (EMS) calls and to dispatch the appropriate law enforcement agency, firefighters, paramedics, and equipment to the scene. The incumbent is trained in the operation of 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. Must maintain a high degree of alertness, accuracy and a steady demeanor in responding to crisis situations. Public Safety Telecommunicator Trainees 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:

During the training period the trainee will be trained to perform the following tasks:

- 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, 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 aid 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
- Uses a Computer-Aided Dispatch (CAD) terminal to dispatch emergency agencies, enter and retrieve data on incidents, and to complete the NYS coding system;
- 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:

- Interest in learning operation of radios, two-way radio communication system, including FCC regulations, computers and telephone equipment;
- Desire to learn about the 9-1-1 system;
- Desire to learn digital recording and playback system;
- Desire to learn police, fire and EMS department terminology;
- Desire to learn of NYSPIN rules and regulations;

- Desire to learn to clearly and concisely, communicate during emergency situations;
- Desire to learn to perform Computer-Aided Dispatch data entry at an acceptable rate of speed;
- Desire to learn to manipulate an alphanumeric keyboard in order to prepare reports clearly and accurately;
- Desire to learn to understand and follow oral and written instructions;
- Desire to learn to do EMD pre-arrival instructions;
- Desire to learn to understand medical terminology and communicate with a hospital emergency room;
- Desire to learn to perform calmly and efficiently in emergency situations;
- Desire to learn to maintain a high level of confidentiality and professionalism;
- Desire to learn to deal effectively with the public in stressful situations;
- Mental alertness and good judgment in emergencies;
- Professional demeanor ;
- The employee's physical and mental condition shall be commensurate with the demands of the position.

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P138

FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices are prohibited. You may not bring books or other reference materials.

CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE: When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application.

ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.â-

BACKGROUND INVESTIGATION: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850