

ASSISTANT CHIEF DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: The Assistant Chief Dispatcher is responsible for the direct supervision of the Senior Dispatchers and assisting the Chief Dispatcher in the administrative duties of the department. Occasional shift supervision may be required. In the absence of the Chief Dispatcher, the Assistant Chief Dispatcher attends committee meetings and oversees the operation of the entire Communication Division. Direct supervision is received from the Chief Dispatcher with general oversight from the Sheriff and/or Undersheriff.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Schedules staff and maintains departmental payroll;
 Responsible for coordination of 9-1-1 related Special Assignments;
 Responsible for the management of County alarm systems;
 Attends public safety committee and other meetings in absence of the Chief Dispatcher;
 Acts in the absence of the Chief Dispatcher for all county related situations;
 Assists in the review of the overall efficiency of the communications division;
 Evaluates the performance of senior communications officers on at least an annual basis;
 Assists with policy development and implementation;
 Oversees the quality assurance & quality improvement processes;
 Oversees staff training and development of training programs;
 Conducts research into current developments in the area of police, fire, and ambulance dispatching and trains in these areas;
 In the absence of the Chief Dispatcher, addresses civic groups in order to make the public aware of dispatch operations and to enlist public support and aid;
 Fixed asset manager for the department;
 Assists with managing the departments' technology equipment (telephone, two-way radio system, CAD (Computer Aided Dispatch), recording system, etc.);
 Assists the Chief Dispatcher in researching grant for various projects;
 Prioritizes the use of 9-1-1 surcharge revenue;
 Makes recommendations for updated equipment and increased personnel;
 Ensures the proper security and retention of dispatch records.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of verbal and written communication skills; excellent inter-personal and management skills; good knowledge of E-9-1-1, EMD and CAD; ability to work well in crises situations; good social and general intelligence; good knowledge of policies, procedures, rules and regulations in effect in the Office of Sheriff, 9-1-1 Center; good knowledge of the geography of the County; good knowledge of the duties and responsibilities of Dispatcher; ability to understand and keep abreast of modern technology; ability to plan and supervise the work of others; ability to express ideas clearly and effectively; ability to issue clear, concise instructions to subordinates; ability to make decisions using good judgment; willingness to work irregular hours; physical condition commensurate with the demands of the position.

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MINIMUM QUALIFICATIONS:

Promotion: Two (2) years permanent competitive status as a Senior Dispatcher in the Ontario County Sheriff's Office.

Open-Competitive: Two (2) years of full-time paid experience, or its part-time equivalent, as a dispatcher in a computer aided public safety dispatch/communications center, one (1) year of which must have been in a supervisory capacity.

SPECIAL REQUIREMENT FOR APPOINTMENT: Possession of a valid New York State operator's license at the time of appointment and maintenance of such license throughout the tenure of employment in the position.

ADOPTED: NOVEMBER 7, 2017

CIVIL SERVICE CLASSIFICATION: COMPETITIVE