

CHIEF DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: The Chief Dispatcher oversees the operation of the entire Communication Division, under the general direction of the Sheriff. The duties are primarily administrative with occasional shift supervision required. The incumbent assists the Sheriff in such areas as budget preparation, training and policy development relative to the operations of the 9-1-1 emergency dispatch center and ensures compliance with all local and federal statutes. The Chief Dispatcher maintains a liaison with all other local, county and state emergency service providers; performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Ensures all service contracts relative to dispatch operations are compiled with and kept up-to-date;

Reviews the overall efficiency of the communications division and evaluates the performance of senior communications officers on at least an annual basis;

Conducts research into current developments in the area of police, fire, and ambulance dispatching and trains in these areas;

Addresses civic groups in order to make the public aware of dispatch operations and to enlist public support and aid;

Prepares and administers budget for the Communications Division Operations and Associated Grants;

Makes recommendations for updated equipment, increased personnel and policy changes to the Sheriff;

Researches grant sources and assists with securing grant funding for various projects;

Prioritizes the use of 9-1-1 surcharge revenue;

Meets regularly with management to coordinate efforts with other divisions within the Sheriff's Office;

Meets regularly with other agencies who are dispatched through the "closest car" concept, with fire and EMS officials, and highway superintendents;

Ensures the proper security and retention of dispatch records.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of verbal and written communication skills; excellent inter-personal and management skills; good knowledge of the principles, practices and techniques of effective supervision; good knowledge of principles, practices and methods of staff development and training; good knowledge and skill related to the operation of, and regulations governing, the proper use and configuration of emergency service communications systems, technology and equipment; good knowledge of E-9-1-1, EMD and CAD; ability to work well in crises situations; ability to understand and keep abreast of modern technology; ability to express ideas clearly and effectively, both orally and in writing; ability to prepare reports and records; willingness to work irregular hours; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Promotion: One (1) year of permanent competitive class status as an Assistant Chief Dispatcher OR two (2) years permanent competitive status as a Senior Dispatcher in the Ontario County Office of Sheriff.

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MINIMUM QUALIFICATIONS: (Continued)

Open-Competitive: Three (3) years of full-time paid experience, or its part-time equivalent, as a dispatcher in a computer aided public safety dispatch/communications center, two (2) years 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.

REVISED: AUGUST 12, 1997, 11/7/17

CIVIL SERVICE CLASSIFICATION: COMPETITIVE