

DISPATCHER II

DISTINGUISHING FEATURES OF THE CLASS: This is emergency communications work requiring the skilled use of computers, telephones, and radio systems in the transmission of communications and dispatching of emergency personnel and equipment to emergency situations. The 911 Dispatcher must command a good knowledge of police, fire and EMS districts as well as have the ability to make rapid and good judgment in highly stressful emergency circumstances; does related work as required.

Appointments to this title are automatically made of Dispatcher I who have satisfactorily completed one year of service.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Receives and processes all emergency and non-emergency calls coming into the 911 Center;
Uses various radio systems to dispatch appropriate services (fire, EMS, police) to all calls for assistance;
Uses various computer systems to receive calls, process calls, and dispatch appropriate assistance;
Engages in emergency medical dispatching which involves giving "pre-arrival" medical instruction to callers;
Performs other necessary computer file work as is necessary to the running of a multi/jurisdictional 911 Center.

QUALIFICATIONS:

County Values: All employees of Ontario County are expected to uphold and exhibit the County's shared values and behaviors to achieve the County's Vision and Mission.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of the geography of the County; ability to take messages from a variety of sources and relay information; judgment; good general health; willingness to work irregular hours, weekends and holidays; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: One year of full-time permanent competitive service as a Dispatcher I in the Ontario County Office of Sheriff.

SPECIAL REQUIREMENT FOR PERMANENT APPOINTMENT: Possession of American Heart Association CPR certificate and maintenance of such certificate throughout the tenure of employment in the position.

APPROVED: JUNE 20, 2007

REVISED: JULY 29, 2019

CLASSIFICATION: COMPETITIVE