

SENIOR DISPATCHER (911)

DISTINGUISHING FEATURES OF THE CLASS: This class has responsibility for the performance of supervisory duties to assist the Chief Dispatcher overseeing the work performed by the 9-1-1 system Dispatchers in the Office of Sheriff. The Senior Dispatcher will assist in the assignment of duties, enforcement of rules, regulations, orders, policy and procedures in the Office of Sheriff. The incumbent will also perform related clerical and 9-1-1 dispatch duties as necessary.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Supervises 9-1-1- Center on assigned shift;
 Responds to incidents and oversees the required action(s);
 Assures the timely dispatch of all calls for service;
 Trains all new Dispatcher personnel;
 Receives and responds to personal inquiries of individuals entering the office;
 Communicates with cellular service providers for the purpose of determining the location of subscriber information and/or plotting a location of a phone in an exigent situations and completing the required paperwork;
 Sends electronic messages as needed or directed by policy;
 Monitors current weather radar and assures that urgent weather statements are broadcast and notifies the Sheriff's Department Administration, Sergeants, Fire Coordinator, etc., as appropriate;
 Fills in for Chief Dispatcher in his/her absence;
 Assists in yearly evaluation of Dispatchers;
 Ensures that all personnel remain current in required certifications;
 Assists the Chief Dispatcher with scheduling personnel;
 Meets with Chief Dispatcher regularly to discuss policy and training needs for the division and conducts that training;
 Meets regularly with County Police Sergeants to address the patrol/dispatch relationship and mutually beneficial training;
 Serves as contact with County Fire Coordinator to discuss policy and training needs for fire and EMS dispatcher;
 Reviews and evaluates the EMD calls, fire calls, and police calls by the call-takers assigned to their shifts;
 Reviews the CAD records;
 Ensures the compliance with and security of computerized criminal history documents;
 Tests and maintains the back-up site on a monthly basis;
 Presentations to groups seeking tours of the 9-1-1 Center;
 Represents Ontario County at all New York State Emergency Communications seminars and policy setting meetings;
 Serves as New York State certified and/or APCO instructor;
 Writes and records public service announcements for local radio stations;
 Perform other duties as assigned by the Sheriff, Undersheriff, Chief Deputy, or Chief Dispatcher.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good social and general intelligence; good knowledge of the operation of the Office of Sheriff; good knowledge of policies, procedures, rules and regulations in effect in the Office of Sheriff; good knowledge of the geography of the County; good knowledge of the duties and responsibilities of Dispatcher; 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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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.

MINIMUM QUALIFICATIONS:

Promotion: Two (2) years of Permanent Competitive status as a Dispatcher II in the Office of Sheriff. (Does not include time holding a position of Dispatcher I.)

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/communication center.

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: 2/27/14, 11/3/17, 7/29/19

CIVIL SERVICE CLASSIFICATION: COMPETITIVE