

## **SENIOR EMERGENCY SERVICES DISPATCHER/CAD ADMINISTRATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent has responsibility for training and supervising Emergency Services Dispatcher I's and Emergency Services Dispatcher II's, evaluates performance, implements program policy and performs related administrative tasks. The work is performed with the constant pressure of providing emergency assistance without error that could be life threatening to the public. Responsibilities also include performing administrative and technical duties in researching, recommending, installing, integrating, and troubleshooting hardware and software in support of Broome County's Computer-Aided Dispatch (CAD) system. The incumbent will work closely with the Director of Information Technology, Public Safety Systems Administrator, GIS Administrator, Communications Supervisor as well as jurisdictions within Broome County, local, State and Federal agencies, to support a collaborative public safety system. Work is performed under the general supervision of the Emergency Services Public Safety Systems Supervisor and the Communications Supervisor. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Supervises Emergency Services Dispatchers including evaluating work performance, scheduling shifts, authorizing use of leave, discipline, and training of new employees;

Prepare reports concerning the communication center activities including payroll records, leave usage, and activities reports;

Performs dispatching duties including answering radio transmissions, making requested referrals and dispatching emergency units;

Performs computer data entry operations to access statewide Police Information Network;

Ensures communications center is stocked with required supplies and materials and all equipment is operational.

Perform all aspects of the position of Emergency Services Dispatcher and Senior Emergency Services Dispatcher;

Approves time off requests, schedule the relief Emergency Services Dispatcher, perform overtime call in for emergency coverage (i.e.: sick time) and arrange for staffing for vacations and other non-emergency coverage;

Proactively pursues updated, time sensitive CAD data and information and enter that data in accordance with the training and guidelines;

**SENIOR EMERGENCY SERVICES DISPATCHER/CAD ADMINISTRATOR—cont'd**

Reviews, for quality control, the operation and maintenance of CAD information and incidents;

Ensures accuracy of police, fire, and ambulance apparatus assignments and statuses;

Oversees operation of the computer systems as directed by the Public Safety Systems Supervisor and the Communications Supervisor;

Participates in the development and maintenance of law enforcement, fire, and EMS CAD response plans;

Works with the Communications Supervisor and Public Safety Systems Supervisor to develop and implement best practices and policies related to the standardization and use of the CAD systems for the 9-1-1 Dispatch Center and the Emergency Services Dispatchers;

Works with the County Information Technology Division in installing, configuring, testing and training of users on systems software and CAD systems interfaces including mobile data terminals and other components or integrated systems in the 911 dispatch center;

Communicate with vendors and other technical support personnel to resolve problems as they relate to CAD systems and the 9-1-1 Dispatch Center;

Monitors various systems in the department of emergency response building and the 9-1-1 dispatch center, troubleshooting problems and making appropriate notifications and documentation as needed;

Coordinates with County ITS to provide help desk coverage and support for emergency services Dispatchers and other jurisdictional participants, including response to emergency calls for hardware, software, troubleshooting, and/or repair;

Performs all other duties as assigned by the Communications Supervisor and public Safety Systems Supervisor.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of the practices and procedures of the operation of Emergency Service Radio, telephone and related communication center equipment;

Thorough knowledge of emergency service terminology;

## **SENIOR EMERGENCY SERVICES DISPATCHER/CAD ADMINISTRATOR—cont'd**

Thorough knowledge of the geography of the Broome County including location of streets, utilities, water systems, residential and commercial districts, police department, fire department and emergency medical service operating areas, etc.;

Thorough knowledge of the center's Computer-Aided Dispatch (CAD) operating systems and software applications;

Thorough knowledge of the geography of the county;

Thorough knowledge of the various emergency services mutual aid plans in force in the county;

Good knowledge of the principles and practices of supervision;

Ability to plan and supervise the work of others;

Ability to translate/train other supervisors and emergency services dispatchers in CAD operations;

Ability to perform Computer-Aided Dispatch data entry at an acceptable rate of speed;

Ability to train new employees in the correct procedures and conduct in the communications center;

Ability to control telephone communications with distraught, confused callers, through calm, carefully directed interrogation to obtain all necessary information regarding services;

Ability to communicate effectively both orally and in writing;

Ability to speak in a clear voice with good diction;

Ability to exercise good judgment, tact and courtesy in difficult, stressful situations;

Ability to prepare and maintain records and reports;

Ability to follow oral and written instructions.

### **MINIMUM QUALIFICATIONS:**

A) Graduation from a regionally accredited or New York state registered college or university with an Associate degree or higher in Criminal Justice, Emergency Management, Fire Protection Technology or closely related field and one-year experience as a dispatcher or as an active member (paid or volunteer) of an emergency services organization; OR

B) Graduation from high school or possession of an equivalency diplomas and three years' experience (paid or volunteer) as a dispatcher or as an active member (paid or volunteer) of an emergency services organization; OR

**SENIOR EMERGENCY SERVICES DISPATCHER/CAD ADMINISTRATOR-cont'd**

C) Graduation from high school or possession of an equivalency diplomas and three years' experience (paid or volunteer) as an active member of an emergency services organization, i.e., firefighter in an organized fire department, law enforcement officer, emergency medical personnel for an ambulance service, or closely related position, one year of which shall have included the performance of dispatcher duties; OR

D) An equivalent combination of experience as defined by the limits of A), B) and C) above.

**SPECIAL REQUIREMENT:** Incumbents in this position are required by the County Legislature to reside within the County of Broome, OR an adjoining county (TIOGA, CORTLAND, DELAWARE OR CHENANGO) at all times during their employment in the title.

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