

Civil Division: Oneida County Government
Jurisdictional Class: Competitive
EEO Category: Protective Service: Non-Sworn
Revised: 10/10/13

SENIOR PUBLIC SAFETY TELECOMMUNICATOR

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class has previous experience as a dispatcher in a computer aided public safety dispatch/communication center and performs the functions and job responsibilities of a Public Safety Telecommunicator. The incumbent is responsible for assisting with the training, development and evaluation of new personnel and subordinate staff by demonstrating procedures and techniques and by guiding such staff during periods of on-the-job and in-service training. Employees in this class may also perform supervisory duties in the absence of the shift supervisor.

This job involves an unusual working environment which includes sudden changes in the level of work activity. The incumbent needs to be able to remain calm in dealing with others during high stress and/or emergency situations. Employees are required to work shifts which cover both day and night hours, weekends and holidays. The job also requires employees to leave their work environment in a clean and tidy condition at all times thus promoting a clean, safe and healthy work place.

The work is performed under direct supervision from a Supervising Public Safety Telecommunicator or Radio Dispatch Supervisor with leeway given for the exercise of independent judgment in the current operations of the center. General supervision is exercised over Public Safety Telecommunicators. Incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Performs the job responsibilities of a Public Safety Telecommunicator;
When assigned, supervises all personnel under his/her command;
Contributes to, participates in, and assists in the team effort of development and evaluation of new personnel, and the in-service training of all personnel;
Maintains understanding of and familiarity with Federal, State and local laws and ordinances relating to public safety;
Maintains understanding of and familiarity with County and departmental rules, regulations, policies and procedures;
Ensures compliance with relevant policies, procedures, rules and regulations by all personnel under his/her supervision when assigned;
When required, prepares correspondence regarding personnel under his/her supervision including commendations or disciplinary actions;
Conducts evaluations of subordinates when assigned;
Maintains familiarity with and thorough knowledge of all functions of the positions under his/her supervision;
Disseminates new and/or updated procedural information to employees;
Participates in the promotion of a clean, safe and healthy work environment and performs related duties as required;
When assigned, will act as a shift supervisor in the absence of the Supervising Public Safety Telecommunicator or Radio Dispatch Supervisor.

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the application of County and departmental policies, procedures, rules and regulations relevant to the administration and operation of a communications center; thorough knowledge of the application of Federal, State and local laws and regulations that pertain to the operations and functions within a communications center; thorough knowledge of the functions of Public Safety Telecommunicators; thorough knowledge of the geography, political subdivisions, law enforcement, fire, and EMS response areas of the County; thorough knowledge of the functions of the emergency service providers within the County; good knowledge of the application of English language arts; ability to maintain situational awareness of current overall operations of the communications center; ability to maintain composure when supervising emergency situations; ability to function quickly and effectively under various levels of activity and stress; ability to use good judgment, tact and courtesy in all communication with the public; ability to follow written and verbal instructions; ability to assist in the development and implementation of comprehensive public safety communications initial and in-service training programs; ability to maintain awareness and inform supervisors of new developments in public safety communications.

MINIMUM QUALIFICATIONS: Either:

- A. Satisfactory completion of a minimum of thirty (30) college credit hours from a regionally accredited or New York State registered college or university **AND** two (2) years of permanent appointment as a Public Safety Telecommunicator in a computer aided public safety dispatch/communication center; **OR**
- B. Satisfactory completion of a minimum of thirty (30) college credit hours from a regionally accredited or New York State registered college or university **AND** four (4) years' experience or its part-time equivalent as a dispatcher in a computer aided public safety dispatch/communication center.

SPECIAL REQUIREMENT: The incumbent shall have successfully completed an Emergency Services Dispatch Training Program as established by NYCRR Part 5201, to include a National Highway Traffic Safety Administration approved program of instruction in Emergency Medical Dispatch.

Adopted: 1990's
Revised: 03/08/93, 04/22/93, 11/30/95, 5/12/97, 12/12/05, 03/01/13, 10/10/13

Title in promotional series: Public Safety Telecommunicator, Senior Public Safety Telecommunicator, Supervising Public Safety Telecommunicator