

## COMMUNICATION OPERATOR

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, incumbents of this class are responsible for monitoring and operating two-way radio communication systems, telecommunication systems and computer aided dispatch systems as part of an information network designed to enable effective response to reported emergency situations. Good communication skills, the ability to multitask, and the ability to work well under pressure during potentially life threatening situations, are essential functions of this position. Incumbents exercise sound independent judgment in prioritizing calls and dispatching appropriate resources. Incumbents are required to work shifts which cover day and night hours, including holidays and weekends. Supervision is not a responsibility of this position. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Receives and answers emergency and non-emergency telephone calls from the public or emergency service entity utilizing the E911 system or other non-emergency telephone systems and records pertinent information, dispatches appropriate police, fire, EMS, or other emergency service assets, and makes appropriate notifications;

Exercises sound judgment in dispatching services and coordinating the participation of various emergency personnel/equipment to the scene;

Receives interagency messages and provides information and requested actions to police, fire and EMS personnel, vehicles and apparatus regarding routine and unusual incidents;

Queries callers in a calm, systematic manner to determine the severity and nature of the situation, the incident location, the services being requested or required and other information necessary to evaluate the situation;

Deciphers requests and maintains privacy when receiving personal and confidential information from callers;

Broadcasts messages to police, fire or EMS units to respond to, investigate incidents and relays instructions and/or answer questions;

Gives instructions to callers using standard accepted emergency response guidelines;

Monitors and operates the countywide police hotline, the arson hot-line, crime tips hotline and other emergency notification systems;

Receives and maintains both professional certifications and in-house training programs as provided and required;

Dispatches appropriate towing and other resources as necessary and maintains tow rotation records;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Receives and coordinates intra- and inter-county police, fire and EMS mutual aid requests;

Operates radio and telephone recording equipment as necessary;

Operates departmental paging and/or alerting systems;

Maintains a record of all telephone and radio calls transmitted or received, records all Department assets that are in service in the county;

Records information from callers and field personnel into computer aided dispatch systems utilizing a computer terminal keyboard;

Performs call taker duties utilizing required tools or program including but not limited to priority dispatch protocols for police, fire and EMS;

Provides pre-arrival instructions as dictated by protocol or procedure;

Receives, transmits and otherwise operates various communication devices and computerized information systems;

Utilizes computerized data-bases (including Integrated Justice Portal system and Hospital Diversion site) to access and record data and information;

Receives data and checks with the Motor Vehicle Department, State and Federal criminal files via computer equipment for inquiries by officers and detectives;

Prepares and maintains a variety of records and reports of incoming and outgoing communications;

Reports and documents all unusual circumstances or noteworthy information to the appropriate supervisor;

Performs data entry into the time and attendance system for personnel assigned off-site;

May perform clerical work in support of the communication unit, including filing, typing, and assisting in the taking of inventory as needed;

Provides guidance and instruction to new staff as required;

Maintains forms and records pertaining to the Westchester County Department of Public Safety and/or Department of Emergency Services;

EXAMPLES OF WORK: (Illustrative only) (Cont'd)

Monitors and dispatches appropriate resources in response to alarms, intercoms, and security camera operations serving County buildings and locations;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

When Assigned to the Department of Emergency Services:

Gives verbal assistance and direction to callers, to provide emergency medical assistance according to standard protocols, until professional responders arrive on-site.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the principles and techniques of electronic communications; good knowledge of various types of electronic communication equipment; good knowledge of all codes and regulations related to radio call taking and other communication procedures; ability to maintain extensive logs and records; ability to work under pressure; ability to make quick and accurate decisions; ability to use computer applications such as spreadsheets; word processing, calendar, e-mail and database software; ability to read, write, speak, communicate and understand English sufficiently to perform the essential duties of the position; ability to deal effectively, professionally and courteously with others; clear speaking voice over radio equipment; reliability; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and either:

- (a) two years of experience in a police or fire department, EMS or ambulance agency where the primary function of the position was working on automated equipment as a dispatcher; or
- (b) two years of verifiable experience as an active volunteer member of a police department, EMS agency, fire department or ambulance corps which involved working on automated equipment as a dispatcher; or
- (c) two years in a fire, EMS, police or military dispatch center with direct experience in phone and radio communications; or
- (d) two years working in a fire, EMS, or police agency as a Certified First Responder, Emergency Medical Technician or Paramedic responding to medical, fire or police emergencies; or
- (e) two years active duty within a branch of the United States Military; or
- (f) Satisfactory completion of a one year traineeship as a Westchester County Communication Operator Trainee.

SPECIAL REQUIREMENT: Incumbents assigned to the Department of Emergency Services are required to obtain and maintain certification as an Emergency Medical Dispatcher while in the title.

NOTES: 1. Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience. 2. Experience gained as an active volunteer member of a police department, EMS agency, fire department or ambulance corps must be equivalent to a 35 hour a week, full-time position. 3. As an applicant to the Department of Public Safety, according to the New York State Division of Criminal Justice Services, Communication Operators/Police Dispatchers in law enforcement agencies are required to undergo both DCJS and FBI criminal fingerprint based background check. This is pursuant to the FBI's CJIS Security Policy.

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Job Group: VII