

COMMUNICATION OPERATOR TRAINEE

DISTINGUISHING FEATURES OF THE CLASS: Under direct supervision in the Department of Public Safety or Department of Emergency Services, incumbents of this class receive both professional certification and on-the-job training in monitoring and operating two-way radio communication systems, call taking on a telecommunication systems and call entry and retrieval utilizing a 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, are essential functions of this position. Incumbents learn to exercise good judgment in prioritizing calls and dispatching appropriate and assigned resources. This work-training program is for a period not to exceed one year. Subsequent to satisfactory completion of one year of service, incumbents are eligible for promotion to the Communication Operator level without further examination. Incumbents may be assigned to one of multiple shifts, which operate on a 24-hour, 7 day basis. Supervision is not a responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Performs call monitoring and resource dispatching under close and continuing supervision while undergoing on-the-job training;

Develops familiarity with 911 telecommunications and other emergency communications systems to enable timely response to emergency requests;

Broadcasts messages to emergency response units to investigate complaints or incidents, and relays instructions and/or questions to appropriate parties;

Learns to query callers in an effective manner to gather information regarding the specifics of the request or incident;

Learns to prioritize calls to make effective use of resources;

Dispatches towing vehicles, patrol cars, EMS units and fire apparatus in response to calls for assistance;

Keeps accurate and complete records regarding all telephone and radio calls transmitted or received;

Records all Department assets that are in service in the County;

Learns to effectively use multiple data-bases including the Integrated Justice Portal system and the Hospital Diversion site to access and record data and information;

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.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Working knowledge of the principles and techniques of electronic communications; working knowledge of various types of electronic communication equipment; working 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) one year of paid or verifiable volunteer experience in a police or fire department; military, EMS or ambulance agency which involved working on automated equipment as an emergency response dispatcher; or
- (b) one year active duty within a branch of the United States Military; or
- (c) current certification as a Certified First Responder, Emergency Medical Technician or Paramedic; or
- (d) completion of NYS Office of Fire Prevention and Control (OFPC) Firefighter I training or equivalent; or
- (e) completion of the Basic Course for Peace Officers approved by the New York State Division of Criminal Justice Services.

NOTE #1: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

NOTE #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.

NOTE#3: Upon completion of the one-year trainee period and successful completion of a minimum twelve-week probationary period from the eligible list, a trainee may be promoted to Communication Operator without further examination.

NOTE #4: 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.