

EMERGENCY COMMUNICATION SPECIALIST II

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for leading the day-to-day operations of the Emergency Communications Center in the Department of Emergency Services or the Communications Unit in the Department of Public Safety. Responsibilities include training new personnel, scheduling shifts and work assignments, providing technical expertise in the operation of electronic communications equipment and subject matter expertise as it relates to emergency call response within Westchester County. Thorough knowledge of emergency practices and procedures is essential for this position. Responsibilities also involve administrative support functions to ensure the effective operation of the unit. Incumbents function as team leaders and subject matter experts within the communications center. This class is distinguished from Emergency Communication Specialists I in that incumbents are responsible for ensuring proper workflow, mentoring and event management within the communication center, ensuring effective response to all incoming calls along with handling assigned administrative duties. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Oversees and participates in telephone, electronic and/or radio communication of police, fire, or emergency medical service activity and contacts the appropriate municipality or other services to provide any additionally required assistance in an expeditious manner;

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

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

Supervises and participates in dispatching appropriate mutual aid resources in response to police, fire and EMS calls;

Manages the Computer Aided Dispatch system to support programming, testing and development of responses, operations and configuration of new technology, working with local response agency personnel to update and maintain accurate response recommendations;

Operates and assists in maintaining a computer aided dispatch system to determine the location of the emergency and the nearest appropriate resource for police, fire and EMS response, when an initial response or mutual aid is needed;

Assigns operators to shifts and maintains attendance register to ensure adequate coverage and support the needs of the staff;

Supervises the training of new operators in all facets of departmental operations, and in the use and maintenance of communication equipment;

Assists in ensuring the mobile field communications unit is fully operational at all times and staffs the mobile center as needed in support of an incident at an off-site location;

Completes paperwork and evaluations of trainees and other assigned staff members;

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

Obtains and maintains both professional certifications and in-house training programs as outlined in departmental practices and procedures;

Monitors the radio, telephones, computer and recording systems to ensure proper functioning at all times; reports malfunctioning of equipment to supervisor or vendor as directed;

Ensures the accurate documentation of all communication activity and the course of action taken;

Maintains a current listing of all contacts, including but not limited to, Fire & EMS Chiefs and Coordinators, municipal police, fire and EMS agencies;

Monitors the fire, medical, intrusion and panic alarms' received and dispatch or assign any alarms received as appropriate;

Performs related administrative functions to ensure the smooth and effective operation of the Communication Center such as, scheduling, training, evaluation, mentoring, coaching and processing of appropriate forms and records;

Assists in maintaining inventory and records of all available equipment for the use of participating Fire, Police and EMS agencies to enable effective coordination of mutual aid;

Maintains and adheres to individualized fire, EMS and police agency protocols regarding emergency response;

Serves as the primary responder for specialized notification systems such as those used for Indian Point, Westchester County Airport and Radio Gateways and other systems that provide interoperability for radio systems in the county;

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:

Thorough knowledge of Westchester County emergency agency response coverage models, and departmental practices regarding emergency response; thorough knowledge of the principles and techniques of electronic communications; thorough knowledge of all codes and regulations related to radio and other communication procedures; good knowledge of various types of electronic communication equipment; good ability to maintain extensive logs and records; ability to supervise the work of others; ability to work under pressure; ability to make quick and accurate decisions; ability to deal calmly, effectively and courteously with the public; ability to effectively use computer applications such as spreadsheets; word processing, calendar, e-mail and database software; ability to read, write, speak, communicate and understand in English sufficiently to perform the essential duties of the position; clear speaking voice over radio equipment; tact; reliability; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma; current CPR certification; current Emergency Medical Dispatch certification** or APCO Law Enforcement Communications certification; and four years of full time (35 hours per week) paid experience in a law enforcement, fire, emergency medical services or emergency dispatch agency for which a primary function of the position was dispatching emergency response personnel and assets.

SUBSTITUTION: The following substitutions may be combined to cover a maximum of TWO years of the required experience. There is no substitution for the required certifications.

- Verifiable experience as an active volunteer member of a law enforcement agency, fire department, emergency medical services agency or emergency communication center which involved utilizing computers, radios and E911 telephone equipment to dispatch emergency response personnel and assets may be substituted on a year for year basis for up to two years of the required experience. Part time experience will be pro-rated to a 35 hour work week.
- Satisfactory completion of thirty credits* toward a degree in Emergency Management, Criminal Justice, Fire Science, Emergency Medical Services or closely related field may be substituted on a year for year basis for up to two years of the required experience.
- Current Emergency Medical Technician - Basic certification may be substituted for one year of the required experience.
- Successful completion of NYS Office of Fire Prevention and Control (OFPC) Firefighter I training or equivalent may be substituted for one year of the required experience.
- Successful completion of NYS Basic Course for Police Officers may be substituted for one year of the required experience.

SPECIAL REQUIREMENTS: Incumbents are required to obtain and maintain APCO Communications Center Supervisor certification and other relevant certifications as required by their department while in the title.

NOTE: Only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

**APPROVED PROVIDERS FOR EMERGENCY MEDICAL DISPATCH CERTIFICATION: Association of Public Safety Communications Officials (APCO®); International Academies of Emergency Dispatch (IAED™); or PowerPhone®.