

## SENIOR COMMUNICATION OPERATOR

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for supervising Communication Operators and Communication Operator Trainees in the day-to-day operations of the emergency communications center in either the Department of Emergency Services or the Department of Public Safety. Responsibilities involve training new personnel, scheduling shifts and work assignments, providing technical expertise in the operation of modern electronic communications equipment. Good knowledge of emergency procedures is essential for this position. Responsibility may also involve administrative support functions to insure the effective operation of the unit. Supervision is exercised over a number of Communication Operators. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Supervises and participates in telephone and/or radio communication of fire, police or ambulance activity and contacts the appropriate municipality or other services to provide any assistance required;

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.

Supervises and participates in mutual aid activities in response to alarms for fire, police or ambulance calls;

Operates a computer aided dispatch system in determining the jurisdiction of the fire departments, police departments and EMS agency in responding to emergency calls at any location in the county, including roads, parkways and highways when an initial response or mutual aid is needed;

Assigns Communication Operators to shifts and maintains attendance register to ensure adequate coverage;

Maintains an inventory and maintains records of all available equipment for the use of all participating Fire, EMS and Police Departments to enable effective coordination of mutual aid;

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

Monitors the maintenance of radios, telephones and recording equipment 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;

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

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

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

Works in the Computer Aid Dispatch section to support programming, testing and development of responses, operations and configuration of new technology;

Monitors the commercial fire, medical, intrusion and panic alarms' receiver unit and retransmits any alarms received by fire companies;

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

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

Performs related administrative and clerical support functions, as required;

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:

Thorough 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 and other communication procedures; 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 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: Possession of a high school or equivalency diploma and either: (a) three years of experience where the primary function of the position was dispatching police, fire, ambulance or other emergency response equipment; or (b) completion of an approved communications training program\*† and two years of experience as stated in (a).

\*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.

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.

† DEFINITION: The New York State Department of Fire Prevention and Control define an approved training program as satisfactory completion of a training program as a Certified First Responder issued by the New York State Department of Health or satisfactory completion of a training program on the Essentials of Firemanship.