

POLICE RADIO DISPATCHER (COMPUTER-AIDED DISPATCH)

DISTINGUISHING FEATURES OF THE CLASS: This is responsible work which requires a high degree of accuracy and judgment in the receipt and transmission of police, fire, ambulance and other emergency communications by telephone and radio, and in dispatching patrol cars and other emergency vehicles to the incident scene. Dispatchers may be required to give pre-arrival instructions to callers including emergency medical dispatch responses (e.g. how to perform CPR, how to control bleeding, etc. (see Note 1.)). Dispatching is assisted by use of a computer software program called Computer-Aided Dispatch (CAD). Police vehicles are traced on a visual display screen, and incumbents must monitor the officers' activities with attention to time spent and back-up required. All calls answered are logged in by means of an alpha-numeric keyboard and are coded based on incident type*. The work can be hectic and stressful, and incumbents may work rotating shifts. The work is performed under the general supervision of a Police Officer or higher ranking officer and in accordance with law and the regulations of the Federal Communications Commission and established local procedures. Does related work as required.

TYPICAL WORK ACTIVITIES:

Receives and transmits written messages and voice messages by telephone, two-way radio and teletypewriter;

Dispatches patrol cars and other emergency vehicles to the incident scene;

Enters information about the incident into the computer as it is taking place and provides responding police officer with information the dispatcher deems important such as prior complaints at that address, cautions that should be taken, etc.;

Completes various fields on the computer screen concerning each incident including incident codes and disposition and generates reports;

Dispatches back-up vehicles as requested or as deemed necessary by checking computer screen to determine which cars are available and closest to the incident scene;

Operates a New York State Police Information Network (NYSPIN) computer to check license plate numbers, criminal histories, driver license suspensions, stolen vehicles, wanted persons, etc. to assist the responding officer;

Takes information from NYSPIN computer and files same by category;

Provides responding personnel with assistance in locating various addresses by looking at visual display maps and giving directions;

Maintains various logs, both by computer and handwritten, such as activity reports, highway, sewer and animal control calls, etc.;

Notifies supervisor on duty of potential problems, anticipated emergencies, important notices coming across the NYSPIN computer, etc.

Maintains alphabetical and numerical files;

May monitor building and cell security video systems;

May have to maintain telephone contact with callers until appropriate assistance is rendered or the information is accurately disseminated to the proper authorities;

May be required to give pre-arrival emergency medical treatment instructions to callers including emergency medical dispatch responses such as how to perform CPR, how to control bleeding, etc.

(over)

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of techniques, procedures and regulations for operating two-way radio transmitting and receiving equipment used for emergency communications; working knowledge of local geographic areas, streets and landmarks; ability to enunciate clearly and to pronounce words correctly; ability to exercise sound independent judgment and to communicate effectively both in receiving calls and in transmitting messages, even in extremely stressful emergency situations*; ability to type and/or perform data entry operations under varying degrees of pressure*; ability to understand and carry out oral and written instructions; ability to establish and maintain effective working relationships with coworkers, public service personnel and the general public; clerical aptitude; good memory*; high degree of tact and accuracy*; possession of cool-headedness and good judgment*.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and either:

1. One (1) year of work experience in emergency radio communication or dispatching of emergency vehicles and personnel; or
2. Two (2) years of work experience in radio communication, dispatching or any work where more than half of the work time involved direct public contact as defined in the Note 2. below.

NOTES:

1. If dispatchers are required to perform emergency medical dispatching, the appointing authority is responsible to ensure that personnel are appropriately trained to do so.
2. Public contact experience shall be defined as direct contact (i.e., in-person or telephone interactions) with clients, customers or members of the public that involves persuasion, negotiation, counseling, gathering disseminating, or clarifying information, and inspection activities that include contact with individuals, or similar activities. The nature of the contact is such that it requires judgment and independent thinking on the part of the individual in dealing with or responding to another person.

PROMOTION: One (1) year of permanent competitive class status as Police Radio Dispatcher or Police Radio Dispatcher-Typist.

*To be demonstrated during the probationary period.