

RADIO OPERATOR II

DISTINGUISHING FEATURES OF THE CLASS: This is specialized technical work of a moderately complex nature which involves overseeing the activities of Radio Operators I on an assigned shift and other duties related to the reception and transmission of police, fire and other emergency communications by telephone, radio telephone, teletype and computer terminal at the county-wide Public Safety Communications Center. The work is performed under the general supervision of a Chief of Communications and in accordance with law and the regulations of the Federal Communications Commission and established local procedures, although the incumbent is usually the highest ranking operator on his/her assigned shift and is expected to exercise independent judgement in responding to emergencies, setting priorities, scheduling work, etc. Supervision is provided to a small number of Radio Operators I. Does related work as required.

TYPICAL WORK ACTIVITIES:

Oversees one shift of a 24-hour per day county-wide Public Safety Communications Center which receives and transmits confidential police, fire and other emergency communications by telephone, radio telephone, computer-terminals, etc.;

Supervises the day-to-day work activities of Radio Operator I staff;

Receives all fire calls and contacts the appropriate fire department based on geographic location;

Receives calls from police officers throughout the county and relays information back e.g vehicle registration, license expiration, gun ownership, etc., after gathering same by computer;

Uses appropriate computer software packages to enter required information regarding 911 emergency situations;

Broadcasts county-wide alarms such as stolen cars and missing persons;

Makes up the work schedule for the following month, finds replacements for those scheduled for vacation and ensures coverage for last-minute changes due to illness;

Provides training to new operators;

In case of nuclear disasters or disaster drill is expected to contact 10 key people and to activate the siren under the direct written orders of Chairman, Vice-Chairman to Legislature or County Executive;

Enforces departmental rules and regulations, and maintains the workflow of the operation;

Prepares and maintains simple statistical reports;

May act for and in place of the Chief of Communications in his/her absence;

May have to make decisions such as when to dispatch the helicopter, who to call for problems on the Hudson River, etc.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of laws and regulations for the Federal Communications Commission relating to the operation of an emergency-type radio station; good knowledge of operating equipment, quick call and mutual aid fire assistance systems; good knowledge of English; working knowledge of types of information available in police and allied agencies and/or duties of police and allied agencies; working knowledge of arithmetic; ability to utilize appropriate computer software packages to enter required information regarding 911 emergency situations; ability to supervise the work of others; ability to write clear, concise and adequate reports, enunciate words clearly and pronounce words correctly; ability to understand and carry out oral and written instructions; ability to operate telecommunications equipment.

(over)

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and two (2) years of experience in the use of telecommunications equipment.

NOTE: Academic, technical or vocational training or telecommunications experience may be substituted for schooling on a year-for-year basis.

PROMOTION: One (1) year as a Radio Operator I/Radio Operator.