

**OTSEGO COUNTY IS ACCEPTING APPLICATIONS CONTINUOUSLY
FOR THE FOLLOWING VACANCY:**

E-911 Communications

Dispatcher

\$44,361 - \$51,811

EOE

DISTINGUISHING FEATURES OF THE CLASS: The position involves responsibility for receiving calls at the County Communications Center and dispatching Sheriff/law enforcement, fire and medical emergency personnel and equipment as necessary using computer based telecommunication equipment. The work is performed in a high-pressure environment that involves providing emergency assistance in potentially life-threatening situations. The incumbent is required to function calmly in an emergency and take appropriate action in an efficient manner. The work is performed under the general supervision of the Senior Dispatcher and Director of 911 in accordance with established policies and procedures. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Responds to incoming telephone calls and provides requested information or dispatches appropriate personnel and equipment;
- Operates radio, telephone and computer based telecommunication equipment to dispatch Sheriff/law enforcement, fire and medical emergency personnel and equipment;
- Receives and processes calls for Emergency Medical Dispatch asking detailed and pertinent questions to determine a response priority. In serious cases, the dispatcher will stay on the line with the caller providing Post-Dispatch and/or Pre-Arrival instructions including, but not limited to CPR;
- Maintains communication with emergency units relaying information to proper authorities or taking appropriate action;
- Maintains continuous status and location records of Sheriff/law enforcement and emergency vehicles;
- Prepares and maintains a variety of logs, records and reports in relation to the location and activity of road patrol units and all calls received on tour of duty;
- Receives complaints at Communication Center, determines nature of complaints and responds or refers to proper authority;
- Responsible for after hours, weekend and holiday paging for various County Departments and agencies;
- Monitors National Warning Systems and receives weather related information from the National Weather Service in times of severe or dangerous weather.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES: Good knowledge of the operation of radio and telephone equipment including procedures and terminology; good knowledge of the operation of a alphanumeric keyboard and personal computer; good knowledge of the geography of the municipality; ability to readily learn to operate radio and automatic signal devices according to established procedures; ability to remain calm in emergency situations; ability to understand and follow oral and written directions; ability to maintain records and prepare reports; ability to orally express oneself clearly; good judgment; physical condition commensurate with the demands of the job.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma.

SPECIAL REQUIREMENT: Candidates must be eligible (i.e. free of felony convictions and some misdemeanor convictions) to train and become certified on the New York Statewide Police Information Network (NYSPIN) computer system. Candidates must take and pass a hearing test prior to appointment.

CLASSIFICATION: Competitive

Applications are available at the Otsego County Personnel/Civil Service Department, 183 Main Street, Cooperstown, NY 13326 or online at www.otsegocountyny.gov

Dated: January 1, 2025