PLEASE POST CONSPICOUSLY

OTSEGO COUNTY HAS THE FOLLOWING VACANCY:

E-911 Communications

Dispatcher

$45,914 - $53,629

DATED: November 17, 2026

LAST DAY FOR FILING: December 2, 2026

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 administrative supervision by Director or Deputy Director of E-911 Communications in accordance with established policies and procedures. Performs related duties 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 REQUIREMENTS FOR OPEN COMPETITIVE POSITIONS:

1. Pursuant to NYCRR Chapter LX Title 21 Section 5201.2 all candidates for employment as a public safety telecommunicator shall be subject to a background investigation, including a fingerprint based criminal history search. The cost will be paid by the candidate. Additionally, all candidates must have a

medical examination to include a hearing test, and a psychological examination/personality assessment/ prior to appointment. The candidate is responsible for paying for the medical exam. The psychological examination/personality assessment will be paid by the County. The cost of fingerprints and medical exam will be reimbursed to employee after completion of the training period. Failure to meet the standards may result in your offer of employment being rescinded or in your disqualification. All such assessments shall be in conformity with New York Executive Law Article 15 (Human Rights Law).

2. Pursuant to NYCRR Chapter LX Title 21 Section 5201.2 all candidates for public safety telecommunicator positions must be of good moral character. The criminal history of a candidate must be assessed in accordance with applicable federal and State requirements, including New York Executive Law Article 15 (Human Rights Law) and the access requirements of necessary crime information systems.
3. Pursuant to NYCRR Chapter LX, Title 21 Section 5201.3 every public safety telecommunicator shall satisfactorily complete the classroom and related instruction training set forth within 12 months of the date of initial appointment.
4. A minimum of 40 hours of Public Safety Telecommunicator classroom training shall be provided, using a course listed in NYCRR Chapter LX, Title 21 Section 5201.7(a), which shall include at a minimum requirements under Section 5201.3, subsection (a) 3 i-x.
5. Pursuant to Section 5201.4 Annual In-Service Training Standards, all public safety telecommunicators shall, within each calendar year meet the requirements of this section. Any public safety telecommunicator who has failed to satisfy the annual in-service training standards set forth in this section for any calendar year shall not be eligible for, or be assigned to, duty until such time as the training is successfully completed.

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