

Greene County Emergency Services Job Announcement:

EMERGENCY OPERATIONS DISPATCHER Hourly Rate: \$22.15 (Grade 12, Step 0)

EMERGENCY OPERATIONS DISPATCHER TRAINEE Hourly Rate: \$20.62 (Grade 11, Step 0)

These will be Non-competitive appointments under the Hiring Emergency Limited Placement (HELP) Program.

Appointment will mature into a permanent, Competitive position, without testing, upon the successful completion of a 52-week probationary period.

EMERGENCY OPERATIONS DISPATCHER TRAINEE

Hourly Rate: \$20.62 (Grade 12, Step 0) **PLUS**

\$2,500 Annual Certification Stipend

\$400 Annual Uniform Allowance

\$500 Annual Longevity Stipend upon completion of 5 years of continuous service

This trainee position is used to recruit persons interested in a career as an Emergency Operations Dispatcher. The incumbent in this entry level trainee position receives close and continuing on-the-job training from a higher-ranking dispatcher. The incumbent operates radio and CAD (Computer Aided Dispatch) equipment to receive and answer incoming calls for police, fire, emergency medical assistance and/or services and non-related emergency services. The incumbent in this position must be able to function calmly in emergencies and take appropriate action effectively and efficiently. In addition, the incumbent must be able to manipulate a computer keyboard, able to learn to operate the radio, CAD, activate fire alarms/tones and other pertinent equipment according to established procedures. Direct supervision is received from a higher-ranking dispatcher or the Deputy Director of Emergency Services or the Director of Emergency Services. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Working knowledge of the geography of the municipality in which the work is performed; Ability to learn operate radio and computer terminal in the transmission and receipt of messages; Ability to receive and relay messages in a manner which ensures the communications of essential data to provide for effective actions; Ability to use good judgment and act quickly and calmly in emergencies; Ability to speak, enunciate and write clearly; Ability to prepare and maintain records and reports; Ability to understand and follow written and oral instructions; Ability to type at not less than 20 words per minute; Mental alertness; Tact and courtesy.

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

NOTE: There will be a qualifying (pass/fail) performance test in keyboarding at a minimum acceptable rate of 20 wpm corrected. The test will be administered on a computer keyboard. No prior knowledge of computers or specific software is required.

TRAINEE APPOINTMENTS: Upon completion of one (1) year full-time or its part-time equivalent competitive class appointment as an Emergency Operations Dispatcher Trainee for Greene County, the incumbent must also successfully have completed the following before advancing to the position of Emergency Operations Dispatcher without further testing.

- Basic Emergency Services dispatch course administered by either the Association of Public Safety Communication (APCO) or the NYS Office of Inter-Operability.
- A minimum of 400 hours (10 weeks) of an Emergency Services Dispatch Training (ESDT) Program (Administered in house).
- 40 hours of Emergency Medical Dispatch (EMD) program.
- A certified Cardio Pulmonary Resuscitation (CPR) program (American Heart Association standard).

Emergency Operations Dispatcher Trainees are required to work non-traditional hours, including day and night shifts, weekends and holidays as a normal function of this position.

EMERGENCY OPERATIONS DISPATCHER

Hourly Rate: \$22.15 (Grade 12, Step 0) **PLUS**

\$2,500 Annual Certification Stipend

\$400 Annual Uniform Allowance

\$500 Annual Longevity Stipend upon completion of 5 years of continuous service

This position involves responsibility for receiving and referring emergency messages and requests to the Emergency Control Center and for the efficient dispatch of emergency equipment and personnel. The incumbent operates radio and CAD (Computer Aided Dispatch) equipment to receive and answer incoming calls for police, fire, emergency medical assistance and/or services and non-related emergency services. The incumbent in this position must be able to function calmly in emergencies and take appropriate action effectively and efficiently. The incumbent must be able to manipulate a computer keyboard. The work is performed under the general supervision of a higher-level dispatcher or the Deputy Director of Emergency Services or the Director of Emergency Services in accordance with established policy and procedures. Employees in this class must exercise good judgment in response to emergency situations. Supervision of others is not a responsibility of the position. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of the geography of the municipality in which the work is performed; Ability to operate radio and computer terminal in the transmission and receipt of messages; Ability to receive and relay messages in a manner which ensures the communications of essential data to provide for effective actions; Ability to use good judgment and act quickly and calmly in emergencies; Ability to speak, enunciate and write clearly; Ability to prepare and maintain records and reports; Ability to understand and follow written and oral instructions; Ability to type at not less than 20 words per minute; Mental alertness; Tact and courtesy.

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

- A. Active membership in a fire department company or rescue squad for at least one (1) year which shall include knowledge of emergency vehicles and equipment; **OR**
- B. Two (2) years of full-time paid or its part-time equivalent experience in dispatching police, firefighters, emergency medical personnel or vehicle through the use of radio/telephone communication equipment; **OR**
- C. One (1) year of full-time paid or its part-time equivalent experience in the operation of radio/telephone communication equipment in public works, taxi, bus or other fleet operation settings **and** one (1) year of full-time paid or its part-time equivalent experience in police, fire or ambulance services; **OR**
- D. Any equivalent combination of training and experience as defined in A, B and C above.

NOTE: There will be a qualifying (pass/fail) performance test in keyboarding at a minimum acceptable rate of 20 wpm corrected. The test will be administered on a computer keyboard. No prior knowledge of computers or specific software is required.

The incumbent must also successfully complete the following:

- Basic Emergency Services dispatch course administered by either the Association of Public Safety Communication (APCO) or the NYS Office of Inter-Operability.
- A minimum of 400 hours (10 weeks) of an Emergency Services Dispatch Training (ESDT) Program (Administered in house).
- 40 hours of Emergency Medical Dispatch (EMD) program.
- A certified Cardio Pulmonary Resuscitation (CPR) program (American Heart Association standard).

Emergency Operations Dispatchers are required to work non-traditional hours, including day and night shifts, weekends and holidays as a normal function of this position.

Applications can be obtained at:

<https://www.greengovernment.com/wp-content/uploads/2019/07/GC-HR-EMPLOYMENT-APPLICATION-WITH-CONSENT-RELEASE-FORM-2019.pdf>

Submission of a Greene County employment application is required that shows you meet the minimum qualifications for this position. You are responsible for an accurate and clear description of your experience. **You may include a resume but do not substitute a resume.**

Qualified candidates should submit applications to the Greene County Human Resources Department, 411 Main Street, Catskill, NY 12414 or hr@greencountyny.gov.

NOTE: Applicants or those eligible for original appointment to positions in the classified service in Greene County Government that receive a conditional offer of employment must successfully pass a drug screen and a background check.