

## **CHIEF OF COMMUNICATIONS**

**DISTINGUISHING FEATURES OF THE CLASS:** This is technical, supervisory and administrative work of a complex nature involving responsibility for administering the Communications Division and operating Rockland County's Emergency Communications Center, which receives and transmits police, fire and other emergency communications by telephone, two-way radio, teletype and computer terminal. The work is performed under the general supervision of the Sheriff and in accordance with appropriate laws and the regulations of the Federal Communications Commission. General supervision is exercised over a number of technical staff. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Oversees the day-to-day operations of the Emergency Communications Center, including receiving and transmitting police, fire and emergency information, assessing state, national and local law enforcement systems, including E-911; scheduling and rescheduling personnel, preparing budgets, training new employees, evaluating and disciplining staff and enforcing unit rules and regulations;

Develops and oversees policies and procedures for the Communications Division;

Maintains regular liaison with various law enforcement agencies, fire departments, utilities and emergency response agencies and personnel;

Coordinates the maintenance and troubleshooting of communications systems and equipment;

Participates in the planning, improvement and upgrading of communications systems and equipment and makes recommendations to the Sheriff;

Oversees responses to cellular and landline E-911 calls, including reports of fires from the public and may dispatch appropriate responders, including police, fire and Emergency Medical Services (EMS);

Prepares a variety of administrative reports;

May serve as a Radio Operator in emergency situations.

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

Thorough knowledge of techniques, procedures and regulations for operating two-way radio and E911 transmitting and receiving equipment; thorough knowledge of local geographic areas, streets and landmarks; thorough knowledge of laws and regulations for the Federal Communications Commission relating to the operation of an emergency-type radio station; thorough knowledge of operating equipment, quick call and mutual aid fire assistance systems; thorough knowledge of types of information available in police and allied agencies and/or duties of police and allied agencies; ability to utilize appropriate computer software packages to enter required information regarding 911 emergency situations; ability to supervise the work of others; ability to administer the operations of a moderately-sized Emergency Communications Center; 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; ability to communicate effectively, both in receiving and transmitting information, especially in the context of emergencies; ability to understand and carry out complex oral, written, and electronic instructions; ability to discern computer and electronic screens, including color vision, in both regular and low-light conditions; ability to detect and interpret various sounds and audible alerts; ability to exercise good personal judgment and critical thinking skills, and remain calm, while in high-stress situations; ability to keep information confidential; ability to establish and maintain effective working relationships with coworkers, public service personnel and the general public, including those of varying backgrounds and cultures.

**MINIMUM QUALIFICATIONS:** A Bachelor's degree or higher and six (6) years of experience in public safety telecommunications in an emergency services environment, two (2) years of which involved regularly performing supervisory or administrative duties.

**PROMOTION:** Two (2) years of permanent status as a Communications Coordinator (Sheriff).

**NOTE:** Additional years of experience can substitute for the college degree on a year-for-year basis.

**SPECIAL REQUIREMENTS:**

1. Possession of a valid New York State driver's license or accessibility to transportation to meet field work requirements in a timely and efficient manner.
2. If dispatchers are required to perform emergency medical dispatching, the appointing authority is responsible for ensuring they receive the necessary training.
3. All candidates prior to appointment are subject to a background investigation.
4. Within twelve (12) months of appointment, candidates must complete the IS-100, IS-200, IS-700, IS-800, ICS-300 and ICS-400 courses offered by the Federal Emergency Management Agency (FEMA) or equivalent, as determined by the New York State Interoperable and Emergency Communications Board (OIEC).
5. Within twelve (12) months of appointment, candidates must complete Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD) and Emergency Police Dispatch (EPD) certification courses that meet or exceed criteria set by the International Academies of Emergency Dispatch (IAED) and must obtain and maintain the EMD, EFD and EPD certifications in accordance with IAED standards for the duration of employment.
6. Prior to completion of the required Emergency Medical Dispatch (EMD) certification course, candidates must complete a certification course in cardio-pulmonary resuscitation (CPR) that meets the standards of the International Academies of Emergency Dispatch (IAED) and must obtain and maintain the CPR certification for the duration of employment.
7. Within twelve (12) months of appointment, candidates must complete any training in criminal justice information systems (CJIS) required to access the eJusticeNY and National Crime Information Center (NCIC) systems, and must maintain any access requirements for the duration of employment.
8. Within twelve (12) months of appointment, candidates must complete quality assurance/quality improvement (QA/QI) training courses that meet or exceed criteria set by the International Academies of Emergency Dispatch (IAED) and must obtain and maintain the QA/QI certifications in accordance with IAED standards for the duration of employment.
9. Within twelve (12) months of appointment, candidates must complete a communications center supervisory course that meets or exceeds criteria set by the New York State Interoperable and Emergency Communications Board (OIEC) and must obtain and maintain the communications center supervisory certification in accordance with OIEC regulations for the duration of employment.

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10. Within twelve (12) months of appointment, candidates must complete a communications training officer (CTO) course that meets or exceeds criteria set by the New York State Interoperable and Emergency Communications Board (OIEC) and must obtain and maintain the CTO certification in accordance with OIEC regulations for the duration of employment.
11. Per Title 21, Chapter LX, Part 5200 Minimum Standards Regarding Direct Dispatch of all Emergency Services – Section 5201.2 requires that prior to appointment, all candidates for employment as a public safety telecommunicator shall be subject to the following: Medical examination to include a hearing test, a psychological examination/personality assessment and fingerprint check.

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Competitive

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