

POLICE RADIO DISPATCHER (COMPUTER-AIDED DISPATCH) (SPANISH-SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is specialized work involving responsibility for the operation of a two-way Computer-Aided Dispatch ("CAD") communications system in a municipal Police Department to receive police, fire, ambulance and other emergency communications and to dispatch the appropriate emergency personnel to incidents and emergencies. This position requires a high degree of accuracy and alertness in dispatching police and other emergency personnel in accordance with prescribed protocols and the incumbent must maintain a calm demeanor and composure in responding to crisis situations. Incumbents are required to demonstrate sound judgment in prioritizing calls and promptly dispatching police to situations that pose a threat to life or property. Employees in this title may be required to work rotating shifts, including nights, weekends and holidays. The title is distinguished from that of a Police Radio Dispatcher (Computer-Aided Dispatch) in that certain duties require the incumbent to speak and read Spanish at the fluency level indicated in the Notes section below. The work is performed under the general supervision of a Coordinator, Dispatch-Related Services or a ranking uniformed officer in accordance with law, the regulations of the Federal Communications Commission and established local procedures. Does related work as required.

TYPICAL WORK ACTIVITIES:

Monitors, receives, relays and records police alarms, intra-departmental calls, emergency calls, signals and other messages coming in over the police communication system;
Communicates with callers in a calm, systematic manner to determine the nature of emergencies, confirm precise location, determine the type of assistance and services needed and collect essential information necessary for appropriate response coordination;
Dispatches patrol cars and other emergency vehicles to incident scenes;
Enters incident details into the CAD system in real time and provides responding police officers with relevant information (e.g., prior complaints, safety precautions);
Enters and updates incident data in the CAD system, including codes, dispositions and other relevant fields and generates related reports;
Dispatches back-up units as requested or as deemed necessary, using the CAD system to identify available and nearby vehicles;
Utilizes the New York State Police Information Network (NYSPIN) to check license plates, criminal histories, driver license status, stolen vehicles, persons of interest, etc.;
Files NYSPIN information by category;
Assists responding personnel in locating addresses using visual display maps and providing directions;
Prepares and maintains a variety of computerized and handwritten reports;
Notifies the on-duty supervisor regarding potential issues, anticipated emergencies and significant notifications from NYSPIN;
Maintains alphabetical and numerical files;
May monitor building and cell security video systems;
May maintain telephone contact with callers until assistance arrives or information is properly relayed;
May provide pre-arrival emergency medical instructions, including CPR and bleeding control instructions, as part of emergency medical dispatch protocols.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of techniques, procedures and regulations for operating two-way radio transmitting and receiving equipment used for emergency communications; working knowledge of local geographic areas, streets and landmarks*; working knowledge of the NYSPIN system including the state guidelines

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for its use and integrity*; ability to articulate clearly and pronounce words accurately; ability to communicate effectively, both orally and in writing; ability to utilize appropriate computer software packages to enter required information regarding 911 emergency situations; ability to understand and carry out oral and written instructions; ability to establish and maintain cooperative relationships with others; clerical aptitude; ability to possess good memory and judgment*.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and:

1. One (1) year of paid work experience in emergency radio communication or public safety dispatching**; or
2. Two (2) years of paid work experience in radio communication, dispatching or any work involving public contact*** as a major function of the work (major function of the work is defined as 50% or more of the day-to-day work experience).

NOTE: Incumbents are expected to possess a Level II proficiency in Spanish (as defined by the Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent: be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g., technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possesses adequate comprehension to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding a standard newspaper, correspondence and official documents.

SPECIAL REQUIREMENTS: If dispatchers are required to perform emergency medical dispatching, the appointing authority is responsible for ensuring they receive the necessary training.

*To be demonstrated during the probationary period.

**Public safety dispatching includes fire, law enforcement or emergency medical dispatching. It does not include transportation dispatching such as school buses, taxis, trucks, etc.

***Public contact shall be defined as direct contact (i.e., in-person or telephone interactions) with clients, customers or members of the public that involves persuasion, negotiation, counseling, gathering, disseminating or clarifying information, and inspection activities that include contact with individuals or similar activities. The nature of the contact is such that it requires judgment and independent thinking on the part of the individual in dealing with or responding to another person.

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Competitive

06.18.2025 New York State Civil Service approved Non-competitive title in the NY HELPS Program.