

RADIO COMMUNICATIONS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position involves technical and supervisory responsibilities for overseeing and participating in the operation of a 24-hour, county-wide Emergency Communications Center that receives requests for police, fire and ambulance services and dispatches the appropriate emergency personnel to incidents and emergencies. The position requires a high degree of accuracy in dispatching emergency responders in accordance with established protocols. The incumbent must maintain calmness and composure when responding to crisis situations and exercise sound judgment when prioritizing calls to ensure the prompt dispatch of police, fire and ambulance services to situations that threaten life or property. The work is performed under the general direction of the Chief of Communications and in accordance with law and the regulations of the Federal Communications Commission, industry standards and guidelines, state law and County policies and procedures. Supervision is exercised over a large number of Radio Operators. Does related work as required.

TYPICAL WORK ACTIVITIES:

Oversees and participates in the day-to-day operation of a 24-hour county-wide Emergency Communications Center that receives requests for police, fire and ambulance services and dispatches the appropriate emergency personnel;

Oversees and develops day-to-day procedures for the operation of the County's Emergency Communications Center;

Supervises the radio operator staff and ensures adherence to policies and procedures;

Develops departmental work schedules and ensures coverage for last-minute staffing changes due to illness and scheduled rest periods;

Receives fire related calls and contacts the appropriate fire department based on geographic location;

Receives calls from police officers throughout the County and relays information such as vehicle registration, license expiration and gun ownership, obtained through computer databases;

Provides input to various public safety organizations and County departments regarding the purchase and maintenance of radio and computer systems;

Maintains appropriate logs for police information and fire incident reporting;

Uses applicable computer software applications to enter and maintain information related to 911 emergency situations;

Develops and maintains the mainframe computer interface, including the 911 emergency database, street directory, computer-assisted dispatch and Hazardous Materials programs;

Identifies problems and arranges for necessary repairs of telecommunication equipment, including consoles, radio transmitters and related devices;

Completes and maintains required certification and training programs in accordance with industry standards and applicable laws;

Provides training to new Radio Operators;

Prepares and maintains a variety of reports;

Makes operational decisions, such as dispatching the helicopter or contacting appropriate authorities for incidents on the Hudson River;

Conducts quality assurance reviews of emergency calls and maintains records and performance reports for Radio Operators;

May act for and in place of the Chief of Communications in his/her absence.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of techniques and regulations governing the operation of two-way radio transmitting and receiving equipment used for emergency communications; thorough knowledge of the laws and regulations of the Federal Communications Commission pertaining to the operation of an emergency radio system and 911 services;

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good knowledge of local geographic areas, including streets and landmarks; ability to articulate clearly and pronounce words accurately; ability to communicate effectively, both orally and in writing; ability to utilize appropriate computer software applications to enter and maintain information regarding 911 emergency incidents; ability to supervise the work of others; ability to exercise sound independent judgment and to communicate effectively when receiving and transmitting information, especially in emergency situations and under stressful conditions*; ability to understand and carry out oral and written instructions; ability to establish and maintain cooperative relationships with others; ability to demonstrate good memory and judgment*.

MINIMUM QUALIFICATIONS:

1. Graduation from high school or possession of an equivalency diploma and four (4) years of experience using telecommunications equipment in an emergency services environment, at least one (1) year of which involved regularly performing supervisory duties; or
2. An Associate's degree or higher diploma and two (2) years of experience using telecommunications equipment in an emergency services environment, at least one (1) year of which involved regularly performing supervisory duties.

PROMOTION: One (1) year of permanent status as a Radio Operator II.

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. 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.

*To be demonstrated during the probationary period.

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Competitive

11.01.2024 New York State Civil Service approved Non-competitive title in the NY HELPS Program.