

RADIO COMMUNICATIONS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is technical and supervisory work involving responsibility for overseeing and participating in the operation of a 24-hour County-wide Public Safety Communications and E-911 center which receives and transmits police, fire and other emergency communications by telephone, radio telephone, teletype and computer terminal. 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 and established local procedures. Supervision is provided to 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 Public Safety Communications Center;

Oversee and develops day-to-day procedures for the operation of the County's E-911 system;

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

Develops department work schedules, and ensures coverage for last-minute changes due to illness and rest periods;

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

Receives calls from police officers throughout the County and relays information back e.g. vehicle registration, license expiration, gun ownership, etc., after gathering same by computer;

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

Maintains appropriate logs for police information and fire reporting;

Uses applicable computer software packages to enter required information regarding 911 emergency situations;

Maintains fire alarm receiving equipment;

Develops and maintains mainframe computer interface, which includes 911 emergency database, street directory, computer assisted dispatch, and Hazardous Materials programs;

Performs special assignments including, but not limited to computer validations, time keeping, and schedules;

Identifies problems and arranges for the necessary repairs of telecommunication equipment such as consoles, radio transmitters, and other related equipment;

Prepares and maintains simple statistical reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of local police and fire radio systems and emergency operating and dispatching procedures, including E-911; good knowledge of laws and regulations of the Federal Communications Commission pertaining to the operation of an emergency radio system and E-911; good knowledge of operating equipment, (e.g. quick call and mutual aid fire assistance); working knowledge of the 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 communicate effectively, both orally and in writing; ability to understand and carry out oral and written instructions; ability to operate telecommunications equipment; ability to supervise the work of others.

(over)

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and four (4) years of experience in the use of telecommunications equipment in an emergency services environment, one (1) year of which involved the performance of supervisory duties on a regular, ongoing basis.

R.C.D.P. (02.25.2003) 05.18.2015
Competitive

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