

RADIO OPERATOR I***

DISTINGUISHING FEATURES OF THE CLASS: This is specialized technical work that requires a high degree of accuracy in the receiving and transmission of police, fire and EMS communications by telephone and two-way radio. An incumbent in this title will be required to work on a 24-hour day, 7 day week rotating, 3 shift schedule. Dispatchers may be required to give pre-arrival instructions to callers including emergency medical dispatch responses (e.g., how to perform CPR, how to control bleeding, etc.). Dispatching is assisted by use of a computer software program. The work is performed under the general supervision of a Radio Operator of a higher level or other individual supervising an assigned shift, and in accordance with law and the required regulations of the Federal Communications Commission. Does related work as required.

TYPICAL WORK ACTIVITIES:

Receives and transmits written messages and voice messages by telephone, two-way radio, computer teletype;
Maintains a continuous daily log of all transmissions;
Enters information regarding emergency 911 situations into the computer and provides responding police or fire personnel with appropriate data;
Dispatches back-up vehicles as requested or as deemed necessary to determine which cars are available and closest to the incident scene;
Responsible to check license plate numbers (i.e., use of NYSPIN), criminal histories, driver license suspensions, stolen vehicles, wanted persons, etc. to assist the responding officer;
Files messages and cross reference cards;
Alerts appropriate fire departments through a Quick-Call system;
Maintains alphabetical and numerical files;
Reports need for repair or replacement of communication equipment;
Assists in the coordination of all radio communications facilities in operation throughout the County;
May be required to give pre-arrival emergency medical treatment instructions to callers including emergency medical dispatch responses such as how to perform CPR, how to control bleeding, etc.;
Participates and observes emergency services communications tests and exercises.

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

Good knowledge of techniques, procedures and regulations for operating two-way radio and E911 transmitting and receiving equipment; working knowledge of local geographic areas, streets and landmarks; ability to utilize computer software packages applicable to the entry of E911 emergency information; ability to communicate effectively, both in receiving and transmitting information, especially in the context of emergencies*; ability to understand and carry out oral and written instructions; ability to establish and maintain effective working relationships with coworkers, public service personnel and the general public.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and one (1) year of experience in radio communications or in any work involving direct public contact**.

SPECIAL REQUIREMENT: Must possess a valid New York State driver's license or accessibility to transportation to meet any field work requirements in a timely and efficient manner.

(over)

NOTES:

1. Academic, technical or vocational training or additional experience may be substituted for schooling on a year-for-year basis.
2. If dispatchers are required to perform emergency medical dispatching, the appointing authority is responsible to ensure that personnel are appropriately trained to do so.

*To be demonstrated during the probationary period.

**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.

Although there are many jobs that involve public contact in the course of performing the essential duties and responsibilities of such jobs, the public contact experience may not meet the intent or meaning of the above definition. Examples of jobs that do not include public contact experience as defined above are chauffeurs, sales clerks or representatives, telephone operators, waiters or waitresses, and lab assistants.

*** This reflects a retitling of Radio Operator.

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Competitive

06.21.2024 New York State Civil Service approved Non-competitive title in the NY HELPS Program.