

RADIO OPERATOR II

DISTINGUISHING FEATURES OF THE CLASS: This is specialized technical work involving the responsibility for the operation of a two-way communication system to receive police, fire and ambulance services and to dispatch the appropriate emergency personnel to incidents and emergencies. The position requires a high degree of accuracy in dispatching police, fire 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, fire and ambulance services 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 work is performed under the general supervision of a higher-level radio communications administrator and in accordance with law and the regulations of the Federal Communications Commission. An incumbent in this title is usually the highest-ranking operator on his/her assigned shift and is expected to exercise independent judgment in responding to emergencies, setting priorities and scheduling work. Supervision is exercised over a small number of Radio Operators I. Does related work as required.

TYPICAL WORK ACTIVITIES:

Oversees one shift of a 24-hour, county-wide Emergency Communications Center which monitors, receives and transmits both written and spoken communication using phone, two-way radio and computer teletype systems to send and receive messages;

Oversees the daily operations of Radio Operator I staff;

Communicates with callers in a calm, systematic manner to determine the nature of emergencies, confirms precise location, determines the type of assistance and services needed and collects essential information necessary for appropriate response coordination;

Uses effective listening and communication techniques to manage emergency calls while following established quality assurance protocols during every conversation;

Inputs details about 911 emergencies into the computer system and provides the necessary information to police, EMS or fire personnel responding to the scene;

Dispatches emergency vehicles and personnel using established protocols and advanced systems that inform response strategies;

Checks license plate numbers and looks up information such as criminal records, driver license suspensions, stolen vehicles and wanted persons using systems like eJusticeNY and Criminal Justice Information (CJI) to support officers in the field;

Organizes and files documents following the agency's filing procedures;

Notifies the correct fire departments using two-way radio and emergency alert systems;

Identifies issues with communication equipment and initiates repair or replacement requests to ensure uninterrupted system functionality;

Assists in the coordination of all radio communications systems operating throughout the County;

Provides clear and detailed emergency instructions to callers using established protocols and scripts guiding them through life-saving procedures like CPR, bleeding control and other urgent medical responses until help arrives;

Completes and maintains various required certification and training as directed by the appropriate authority, ensuring compliance with industry standards and legal regulations;

Prepares work schedules, arranges for coverage for employees on vacation and ensures coverage for last-minute changes due to illness;

Conducts training sessions for new Radio Operators;

Enforces compliance with operational procedures and workflow continuity;

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

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

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; good knowledge of local geographic areas, streets and landmarks; ability to articulate clearly and to 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 supervise the work of others; ability to exercise sound independent judgment and to communicate effectively, both in receiving and transmitting information, especially in the context of emergencies, even in extremely stressful situations*; 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: Graduation from high school or possession of an equivalency diploma and either:

1. Two (2) years of experience in emergency radio communications or public safety dispatching**; or
2. Three (3) years of experience in radio communications, dispatching or any work involving direct 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: Volunteer experience must be documented. Part-time volunteer experience will be prorated in the same way as part-time paid experience.

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

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.

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*To be demonstrated during the probationary period.

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

***Public contact shall be defined as direct contact (e.g., 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.