

Position Title:

EMERGENCY SERVICES DISPATCHER

Adopted by the
City of Corning
Civil Service Commission.

September 26, 1995

Revised by the
City of Corning
Civil Service Commission.

December 20, 2006

Allocated to:

Competitive Class

DISTINGUISHING FEATURES OF THE CLASS

Employees in this class are responsible for monitoring, dispatching, and coordinating a variety of emergency services (fire, rescue, and ambulance, law enforcement, child protection services, disaster preparedness, etc.) Dispatchers also maintain radio communications with road patrol officers requesting back up assistance. Incumbents monitor numerous telephone systems, alarm systems, and radio frequencies simultaneously and must exercise sound independent judgment in prioritizing calls and dispatching appropriate emergency services as quickly as possible. Incumbents must maintain accurate records of all calls placed and received. May be required to perform various clerical duties as needed. Does related work as required.

TYPICAL WORK ACTIVITIES

1. Receives calls from the public in need of fire, rescue, emergency medical, law enforcement, or other emergency services;
2. Queries the caller in a calm, systematic manner to determine the seriousness and nature of the situation, the location, the services needed, and other information necessary to evaluate the situation;
3. Exercises sound independent judgment in dispatching services and coordinating the participation of various emergency personnel/equipment to the scene;
4. Maintains a continuous log of all telephone and radio calls sent out or received;
5. Records all fire and emergency equipment in the City and logs equipment out of service;
6. Utilizes computerized data bases (including NYSPIN system) to access and record data and information;
7. Acts as a secondary radio dispatcher for other agencies such as child protection services, medical examinations, investigators, etc.;
8. Receives and answers radio calls for various agencies and transfers calls to appropriate personnel;
9. Receives and records in log, location of fire alarms and emergency calls;
10. Performs filing, typing, and other clerical duties as needed; and
11. Other related duties and responsibilities as may be assigned.

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FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS

- Good knowledge of the operation of radio and telephone equipment and of emergency services terminology;
- Good knowledge of the geography of the City;
- Ability to control telephone communications with distraught, confused callers through calm, carefully directed interrogation to obtain all pertinent information regarding the request for service;
- Ability to transmit messages orally with good diction and a clear speaking voice;
- Ability to use good judgment, tact, and courtesy in talking with the public and in responding to requests for fire, rescue, emergency medical, law enforcement, or disaster preparedness services;
- Ability to follow oral and written instructions which pertain to job assignment and methods of performance;
- Ability to use various office and secretarial equipment;
- Ability to perform routine clerical tasks;
- Ability to write legibly, prepare reports, and maintain records; and
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATION(S)

Graduation from high school or possession of a high school equivalency diploma.
