



Yates County Office of Civil Service
 417 Liberty Street
 Penn Yan, NY 14527

VACANCY ANNOUNCEMENT: SENIOR EMERGENCY SERVICES DISPATCHER

YATES COUNTY IS SEEKING APPLICANTS FOR SENIOR EMERGENCY SERVICES DISPATCHER TO FILL 2 VACANCIES

Type of Appointment: Position Status: Classification:	Provisional Full Time Competitive	Rate of Pay:	2024: \$25.84/hour 2025: \$26.75/hour
Location: Department:	Yates County Sheriff's Office – 911 Communications Center	Contract:	Council 82 Emergency Communications Unit, Group 2
Vacancy:	2 positions currently vacant	Exam Date:	February 8, 2025
Residency Requirement:	Candidates must be legal residents of Yates, Seneca, Steuben, Schuyler, or Ontario County 30 days prior to submitting your application.	Application Fee:	\$17.00 (non-refundable)
Posted:	November 18, 2024	Application Deadline:	December 9, 2024

SENIOR EMERGENCY SERVICES DISPATCHER - JOB DESCRIPTION

DISTINGUISHING FEATURES OF THE CLASS:

This class has responsibility for supervising an Emergency Service Communication Center. The incumbent trains and supervises Emergency Services Dispatchers, evaluates performance implements program policy and performs related administrative tasks. The work is performed with the constant pressure of providing emergency assistance without error that could be life threatening to the public. The incumbent performs dispatching duties as necessary. Work is performed under general direction with leeway for the exercise of independent judgment within established policy. Does related work as required.

TYPICAL WORK ACTIVITIES (Illustrative Only):

- Supervises Emergency Services Dispatchers including evaluating work performance, scheduling shifts, authorizing use of leave, discipline, and training of new employees;
- Prepares reports concerning the communication center activities including payroll records, leave usage, and activities reports;
- Performs dispatching duties including answering radio transmissions, making requested referrals, and dispatching emergency units;
- Performs computer data entry operations to access statewide Police Information Network;
- Ensures communications center is stocked with required supplies and materials and all equipment is operational.

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

Thorough knowledge of the practices and procedures of the operation of Emergency Service Radio, telephone and related communication center equipment;

Thorough knowledge of emergency service terminology;

Thorough knowledge of the geography of the county;

Thorough knowledge of the various emergency services mutual aid plans in force in the county;

Good knowledge of the principles and practices of supervision;

Ability to plan and supervise the work of others;

Ability to train new employees in the correct procedures and conduct in the communications center;

Ability to control telephone communications with distraught, confused callers, through calm, carefully directed interrogation to obtain all necessary information regarding services;

Ability to speak in a clear voice with good diction;

Ability to exercise good judgment, tact and courtesy in difficult, stressful situations;

Ability to prepare and maintain records and reports;

Ability to follow oral and written instructions;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Three (3) years of experience as a dispatcher.

BACKGROUND INVESTIGATION AND ADDITIONAL SCREENINGS: Each candidate will be subject to a thorough background investigation. Applicants may be required to authorize access to educational, financial, employment, criminal history, mental health records or other records. Conviction of a felony will bar appointment. Conviction of a misdemeanor or other offense is subject to evaluation and may bar appointment. Additional investigations may include but are not limited to questionnaires, interviews and background checks of any nature. At the discretion of the employing law enforcement agency, candidates may be subject to additional screenings as a term and condition of employment, including but not limited to fingerprinting, polygraph and psychological testing. Drug testing is included in the required medical exam. Failure to meet the standards for any screenings may result in disqualification.

EEOE / DISCLAIMER:

Yates County is an Equal Employment Opportunity Employer. Yates County does not unlawfully discriminate in employment because of age, race, creed, color, national origin, sex, sexual orientation, disability, marital status, arrest and/or criminal conviction record unless based on a bona fide occupational qualification or other exception, genetic predisposition, or domestic violence victim status.

The Yates County Personnel Office is responsible for job titles for all public employment positions within Yates County, excluding NYS Department of Education positions. There are numerous job titles that are shared between all of our appointing authorities. **Exam announcements** that are distributed for a job title you have within your workforce does not automatically mean that position is vacant, will become vacant or is currently being recruited for. It is the Personnel Officer's responsibility to be prepared for anticipated job vacancies, therefore, exams may be given in anticipation of upcoming retirements, promotions, etc. Requests to order exams may be submitted by appointing authorities as well. The majority of all Civil Service exams are scheduled by NYS Civil Service. Some exams, for example, are only given every 4 years, so it is in our best interest to give such exams when offered in order to be prepared. If a position is vacant or will become vacant, a **Vacancy Announcement** will be distributed and, on that announcement, it includes the work location along with other pertinent details pertaining to the location for which the vacancy will occur. **Exam Announcements are different from Vacancy Announcements and should not be misconstrued as being an advertisement for an open position.**