

## **TELECOMMUNICATIONS SENIOR DISPATCHER**

**DISTINGUISHING FEATURES OF THE CLASS:** This is a communications position in the Albany Police and Fire Communications Department. The work of a Senior Dispatcher involves all of responsibilities described within the Telecommunications Specialists job description and also involves the following: In the absence of the Shift Supervisor, the Senior Dispatcher will assume the responsibility for the shift and has the same duties and responsibilities of the Shift Supervisor. When working in such a capacity, Senior Dispatchers are supervisory personnel and are responsible to act as such. They will assist in the proper and efficient operations of Communications. When both a Senior Dispatcher and a Shift Supervisor are working the Shift Supervisor is responsible for the operation of said shift.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Handles incoming Enhanced 9-1-1 emergency and non-emergency calls for service;
- Sends and receives radio transmissions, utilizing a two-way radio, to assign appropriate police personnel and equipment in response to calls for service, monitors officers' locations and activities, enters data into the Computer Aided Dispatch system, request and receives information utilizing the NYSPIN system;
- Operates multi-frequency radio equipment;
- Operates a multi-line Centrex telephone system;
- Monitors an Intrac Alarm System;
- Maintains radio contact with all employees in the field;
- Receives, handles, assists and routes interdepartmental calls to appropriate area of the department or agency;
- Establishes and maintains appropriate logs, reports, and records as required;
- Operates various office equipment;
- Assists in training personnel;
- Performs other related work as required;

### **In the absence of the Shift Supervisor, the Senior Dispatcher will be responsible for the following functions:**

- Responsible for the enforcement of all Department Rules and Regulations, orders, procedures, discipline, punctuality, attendance, appearance, good order and efficiency of members within his/her assigned shift;
- Supervises shift operations in the Communications Department;
- Makes schedules to ensure adequate staffing for shift coverage;
- Assists dispatchers in unusual events, taking responsibility for the dispatch function when needed;
- Re-prioritizes calls and changes assignments of personnel to meet needs;

- Reports to the Director of Information Technologies and Communications exceptions to normal operations during the shift;
- Monitors equipment operation, arranging for prompt repairs and works with vendors to ensure work is completed;
- Conducts performance reviews, recommends discipline for employees as required;
- Monitors training to ensure compliance with Department procedures, rules and regulations;
- Monitors messages and reviews tapes or records;
- Prepares written reports as required;
- Maintains records, including reports and work activities;
- Acts as a liaison between other City departments and law enforcement agencies;
- Holds roll call and briefings during respective shifts;
- Performs related work as required.

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

- Good knowledge of telephone, radio, computer and office equipment;
- Good knowledge of street locations, physical layout of the city, direction of travel, and locations of public buildings and landmarks;
- Good knowledge of emergency equipment and its use for the police and fire departments;
- Good knowledge of FCC rules and regulations, police and fire department policies and standard operating procedures;
- Good knowledge of CAD and NYSPIN system operations;
- Working knowledge of disciplinary processes;
- Ability to read and comprehend moderately complex instructions;
- Ability to create and maintain files;
- Ability to give clear, concise instructions and directions;
- Ability to follow directions and the chain of command;
- Ability to be calm in the face of danger or an emergency;
- Ability to work shifts to provide coverage 24 hours/day, 7 days/week;
- Possess hearing and speaking ability, judgment, and demeanor;
- Ability to gather facts in formulating objective (removing self from situation) judgments;
- Ability to evaluate patterns of calls for service which may indicate an extraordinary event;
- Ability to work effectively with diverse populations;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma and two (2) years permanent competitive class status as a Telecommunications Specialist with the City of Albany immediately preceding the date of the examination.

**Background Investigation:** Candidates may be subject to a thorough background investigation to determine suitability for appointment. Applicants may be required to authorize access to educational, employment, criminal history and other records check as part of such investigation. Criminal convictions and other offenses are subject to evaluation and may result in disqualification. Applicant will be required to submit the necessary fees for the fingerprint processing, where required.

**Special Note:**

Must be certified in CPR and Emergency Medical Dispatch protocol;

**NOTE:** Position may require ability to work Saturdays, Sundays, and holidays; and able to work shift assignments during the day, evening and nights.