

PUBLIC SAFETY DISPATCHER I

Department: Public Safety
Classification: Competitive
Specification Number: 4275
Approved: 4/3/23
Revised: By JG

MINIMUM QUALIFICATIONS

OPEN COMPETITIVE

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

NECESSARY SPECIAL REQUIREMENTS

- 1. Candidates must be free of any speech, hearing or vision defects which would impair their functioning in this position.**
- 2. There will be a qualifying psychological evaluation.**
- 3. There will be a qualifying medical evaluation.**
- 4. Candidates must be able to type on a computer keyboard.**

DISTINGUISHING FEATURES OF THE CLASS

An employee in this title is involved in dispatching mobile public safety units through operation of a two-way radio. The incumbent also provides information to other public agencies through the use of computerized equipment. Supervision is received from a higher level employee of the Public Safety Department. Does related work as required.

TYPICAL WORK ACTIVITIES

Operates a two-way radio communication system to dispatch public safety vehicles to calls for assistance;

May operate a telephone switchboard or complaint receiving system which receives requests from the public;

May operate a computer terminal to obtain information;

Refers non-public safety requests for assistance and information to the appropriate agency;

Maintains log and other clerical records of incoming and outgoing communications and disposition of requests received;

Determines priorities as necessary in handling emergency calls.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Working knowledge of the geographic layout of the Town of Babylon; ability to learn the procedures of the Public Safety Department in handling calls for assistance in emergency situations and in routine dispatching of public safety vehicles; ability to learn to operate two-way radio equipment and related equipment; ability to learn emergency public safety terminology; ability to remain calm while eliciting information from individuals who may be in a highly emotional state; ability to act quickly and efficiently under stress and pressure; ability to speak in a clear and distinct manner; ability to write clearly and concisely; physical condition commensurate with the demands of the position.