

## SENIOR POLICE DISPATCHER

**DISTINGUISHING FEATURES OF THE CLASS:** These duties involve responsibility for supervising the operation of the public safety communications system. The incumbent supervises Police Dispatchers and other clerical personnel and operates a telephone and two-way radio equipment to dispatch officers and equipment to scenes of crimes, accidents and other emergencies. Employees in this class must be able to function calmly in emergencies and to take appropriate action. Additional duties are of a moderately complex clerical nature. Does related work as required.

### TYPICAL WORK ACTIVITIES:

- Operates radio equipment to dispatch police officers and emergency vehicles;
- Provides information and receives complaints by telephone and in person in police headquarters;
- Maintains continuous status and location records of all police vehicles;
- Records and files complaints and accident reports;
- Periodically checks correct operation of radio and telephone equipment to insure continuity of service;
- Maintains a daily log of calls received and transmitted;
- Prepares various reports and records for state and local government;
- Maintains weekly payroll and attendance records for department employees;
- Acts as NYSPIN agency instructor including validation reports and control of NYSPIN system records;
- Maintains accounts payable system;
- Inventories and orders supplies and equipment for office and personnel;
- Maintains logs of case dispositions and sealing of records;
- May operate a variety of common office machines and perform clerical tasks in connection with the work of the police department;
- Supervises the work of Police Dispatchers.

### FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge of the operation and maintenance of radio and telephone equipment; good knowledge of the geography of the municipality; ability to perform calmly and efficiently in emergency situations; ability to understand and follow oral and written directions; ability to maintain records and prepare reports; ability to supervise the work of others; familiarity with police terminology and procedures; clerical aptitude; mental alertness, good judgment; good hearing and clear diction; courtesy; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and,

**Either (A)** Graduation from a regionally accredited or NYS registered four year college or university with a Bachelor's degree and one year of experience as a Police Dispatcher, Telecommunicator or closely related position;

**Or (B)** Graduation from a regionally accredited or NYS registered two year college with an Associate degree and three years of experience as described in (A) above;

**Or (C)** Five years of experience as described in (A) above.

**Competitive Class**

**Revised 01/24/00 Personnel Officer**