



EMERGENCY DISPATCHER ONTARIO COUNTY OFFICE OF SHERIFF

NO CIVIL SERVICE EXAM NECESSARY!

Minimum Qualifications:

Graduation from high school or higher, or possession of high school equivalency diploma (GED)

Applicants must successfully complete an extensive background check, including polygraph, psychological exam and medical & drug test

**Full- Time positions only- Starting Rate: \$25.17/ hr increases to \$26.98 after 1 year. Shift differential of \$1.75/hr for evenings and overnights
Contract enhancement payment of \$3000 after successful completion of probationary period**

Work Hours: 4pm-Midnight or Midnight- 8 am with occasional day shifts (for training). Work schedule includes weekends and Holidays. Days off rotate weekly. The 911 Center is staffed 24/7/365

Why Join Us?



Excellent benefits package including health & dental insurance (options for HSA or HRA accounts) and 15.5 days of annual leave in first year



Uniforms and cleaning provided



NYS Retirement pension and 3% matching deferred compensation

Go to <https://ontario-portal.mycivilservice.com> to apply

Under the NY Helps program, the Civil Service Exam for this title has been waived. For additional information regarding the help program, please visit <https://www.cs.ny.gov/help/faq.cfm>



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DISPATCHER I

QUALIFICATIONS:

County Values: All employees of Ontario County are expected to uphold and exhibit the County's shared values and behaviors to achieve the County's Vision and Mission.

MINIMUM QUALIFICATIONS: Graduation from high school, or higher, or possession of a high school equivalency diploma (GED).

SPECIAL REQUIREMENT FOR PERMANENT APPOINTMENT: Possession of American Heart Association CPR certificate and maintenance of such certificate throughout the tenure of employment in the position.

SPECIAL NOTE – APPOINTMENT REQUIREMENT: A physical examination for general health, including a hearing exam, will be required.

DISTINGUISHING FEATURES OF THE CLASS: This is trainee-level emergency communications work requiring the use of computers, telephones, and radio systems in the transmission of communications and dispatching of emergency personnel and equipment to emergency situations. An appointee who satisfactorily completes one year of permanent competitive class service as a Dispatcher I will be advanced to the position of Dispatcher II without further examination. Work is performed under close supervision. The 911 Dispatcher must learn police, fire and EMS districts as well as have the ability to make rapid and good judgment in highly stressful emergency circumstances; does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

TRAINS TO:

Receives and processes all emergency and non-emergency calls coming into the 911 Center;
Uses various radio systems to dispatch appropriate services (fire, EMS, police) to all calls for assistance;
Uses various computer systems to receive calls, process calls, and dispatch appropriate assistance;
Engages in Emergency Medical Dispatching which involves the giving of "pre-arrival" medical instruction to callers;
Performs other necessary computer file work as is necessary to the running of a multi/jurisdictional 911 Center.

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

Working knowledge of the geography of the County; ability to take messages from a variety of sources and relay information; judgment; good general health; willingness to work irregular hours, weekends and holidays; physical condition commensurate with the demands of the position.

APPROVED: JUNE 20, 2007

REVISED: 8/1/14; 11/7/18; 8/23/23; 3/28/24

CLASSIFICATION: COMPETITIVE

ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES