



Ontario County Department of Human Resources
3019 County Complex Drive
Canandaigua, NY 14424
www.ontariocountyny.gov ~ ~ (585) 396-4465

Vision: A vibrant community where every citizen has the opportunity to be healthy, safe and successful

Mission: Provide strategic and responsive public services that are fiscally responsible and sensitive to the diverse and changing needs of our community

JOB OPENING NOTICE

JOB POSTING #: 25-013 **POSTING DATE*: FROM:** 2/25/25 **TO:** 3/31/25

JOB TITLE: Dispatcher I (Pending)

RATE OF PAY: \$25.17/hr.

LOCATION: Ontario County Office of Sheriff - 911

NOTE: Candidate will be initially appointed on a provisional basis pending a civil service exam to be held later. To gain permanent status, the candidate must apply for the next exam and be successful according to the [Rule of Three](#).

MINIMUM QUALIFICATIONS AS SHOWN ON JOB DESCRIPTION

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.

APPLICATION DEADLINE / LAST FILING DATE*: until filled

* Last filing date established for an announced exam always supersedes posting date.

HOW TO APPLY: All applications must be received through the [Ontario County Civil Service Employment Portal](#).

Ontario County is an Equal Opportunity Employer and, as such, offers equal opportunities for all qualified applicants with no discrimination as to age, race, color, creed, sex, national origin, sexual orientation, military status, predisposing genetic characteristics, marital status, domestic violence victim status, disabilities or, in certain circumstances pursuant to Executive Law 296, conviction record. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated.

DISPATCHER I

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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