

# EMERGENCY SERVICES DISPATCHER

Work involves monitoring, dispatching, and coordinating a variety of emergency services (fire, rescue and ambulance, law enforcement, child protection services, disaster preparedness, etc.). Duties also include maintaining communications with road patrol officers to dispatch back-up assistance when requested. Incumbents monitor numerous telephone systems, alarm systems and radio frequencies simultaneously in a fast-paced high-stress work environment and must exercise sound independent judgment in prioritizing calls and dispatching appropriate services to emergency situations as quickly as possible. Ability to remain calm and courteous when dealing with upset, potentially angry and abusive, callers is essential, as is maintenance of accurate records of all calls placed and received, in accordance with established procedures. Mandatory work assignments include both day and night shifts.

**\*SPANISH-SPEAKING POSITIONS ALSO AVAILABLE\***

This position has been included in New York State's HELP Program (Hiring Emergency Limited Placement). Due to recruitment difficulty, this position has been included in the Non-Competitive class.

FOR MORE INFORMATION FOR THIS  
POSITION PLEASE VISIT  
[PUTNAMCOUNTYNY.COM/PERSONNEL](http://PUTNAMCOUNTYNY.COM/PERSONNEL)



**\$52,542-\$72,449  
PER YEAR**

**FULL-TIME**

**NON-COMPETITIVE**

## **BENEFITS INCLUDED:**

- **Dental insurance**
- **Health insurance**
- **Paid time off**
- **Retirement plan**
- **Vision insurance**

**LOCATION:  
BUREAU OF EMERGENCY  
SERVICES  
110 OLD ROUTE 6  
CARMEL NY 10512**

**VIEW BACK TO SEE IF  
YOU WOULD QUALIFY!**

# EMERGENCY SERVICES DISPATCHER



## **MINIMUM QUALIFICATIONS:**

- a) Associates degree or higher in Criminal Justice, Emergency Medical Services Management, Fire Protection Technology or closely related field; or
- b) High school diploma or its equivalent with one (1) year of experience as a dispatcher in an emergency services organization; or
- c) High school diploma or its equivalent with two (2) years paid or volunteer experience as an active member of an emergency services organization, i.e., firefighter in an organized fire department, emergency medical personnel for an ambulance service, or closely-related position

## **SPECIAL REQUIREMENTS:**

Within six (6) months of appointment, successful completion of

1. APCO Public Safety Telecommunicator 40-hour Dispatch Training Program;
2. Powerphone Emergency Medical Dispatch, Emergency Fire Dispatch, Law Enforcement Dispatch Training Program.
3. Within twelve (12) months of appointment, successful completion of Emergency Services Dispatch Training Evaluation Program (ESDTEP) as outlined by, 21 CRR-NY 5201.2.
4. Access to reliable transportation.

**PLEASE NOTE:** Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

## SPECIAL REQUIREMENTS:

1. All candidates are subject to the fitness standards established by 21 CRR-NY 5200. Candidates must pass medical and physical fitness screening examinations before qualifying for appointment. Candidates will also be subject to a pre-employment psychological evaluation and background investigation which may include, but not be limited to a criminal record search and substance abuse test to determine suitability for appointment as an Emergency Services Dispatcher.
2. A state and/or national fingerprint supported background investigation is required before an appointment is made. The applicant will be responsible to pay the Division of Criminal Justice Services fee for this search.
3. All candidates are subject to a typing performance as part of the application process.

## **SPECIAL REQUIREMENT FOR SPANISH-SPEAKING SPECIFIC POSITIONS:**

1. Candidates must be fluent in speaking, reading, writing and translating Spanish.
2. There is an oral Spanish proficiency examination.