

**DEPARTMENT:** SHERIFF  
**CLASSIFICATION:** COMETITIVE  
**APPROVED:** JUNE 27, 2014

**SHERIFF DISPATCHER**

**DISTINGUISHING FEATURES OF THE CLASS:** This position exists in the Niagara County Sheriff's Office and involves responsibility for staffing the telecommunications and radio dispatch console on an assigned shift in receiving and transmitting messages and requested information to several law enforcement agencies, fire and rescue agencies, and performing related communications activities involving operation of telephones, radio equipment, local, state and federal data bases and computers. Employees in this class must be able to function calmly in emergencies and take appropriate action in an efficient manner. The work is performed under the general supervision of a higher-ranking officer with leeway allowed for the exercise of independent judgment in carry in out technical details of the work. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

1. Operates radio equipment to direct patrol cars to the scenes of crimes, accidents, citizen complaints or other emergencies;
2. Answers incoming telephone calls and provides information or receives complaints from the public;
3. Directs activities of law enforcement officers on patrol by setting priorities of assignment based on information received at the communications center;
4. Dispatches fire and emergency medical services for the Fire Service;
5. Operates computer databases to obtain and relay information about motor vehicles, suspected law violators, etc.;
6. Monitors police, fire and citizens band frequencies continuously to be aware of occurrences which may require involvement of the Sheriff's Office and other law enforcement agencies;
7. Makes periodic time and location checks for law enforcement patrols;
8. Prepares and maintains a variety of logs, records, reports and inventories in relation to the location and activity of patrol units , and all calls received on tour of duty;
9. May be assigned equipment security or training responsibilities.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Working knowledge of telephone and two-way radio equipment operating procedures; working knowledge of the geography and municipalities in the County; ability to remain calm in emergency situations; ability to be courteous yet firm with the general public; ability to understand and execute several complex oral and written directions simultaneously; ability to maintain records and prepare reports; ability to express oneself clearly by radio, on the telephone or in person; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of an equivalency diploma:

**AND:** Two (2) years of clerical experience, which included data entry;

**OR:** Two (2) years of experience involving communications equipment for dispatching of information.

**NOTE:**

1. Data Entry experience is experience working with computers.
2. Part-time and/or verifiable volunteer experience will be pro-rated towards meeting the experience requirements.

**SPECIAL REQUIREMENT:**

1. Applicants must obtain a Emergency Medical Dispatch (EMD) certification within one (1) year of appointment;
2. An applicant must be eligible for all DCJS and NCIC certifications at the time of application and, if hired, must maintain such eligibility throughout the life of employment;
3. Appointees will obtain Basic CPR certification within six (6) months of appointment and maintain certification in Basic CPR throughout the life of employment. Certification can be through the: American Heart Association as Basic Life Support Health Care Provider (including infant, child and adult), American Red Cross or any other equivalent as determined by the Personnel Officer;
4. Possession of applicable New York State Driver's License at time of appointment & throughout employment.