

Personnel and Civil Service

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NOTICE OF VACANCY PUBLIC SAFETY DISPATCHER TRAINEE

DATE OF ISSUE: 05/16/2023. This classification is used as a traineeship to recruit persons interested in a career as a Public Safety Dispatcher. Under close and continuing supervision of the Chief Public Safety Dispatcher or other higher ranking officer, and during completion of specific training programs, the incumbent performs dispatch functions within the communications division of the Tioga County Sheriff's Office. Work involves responsibility for receiving and recording 9-1-1, police, fire and emergency medical service (EMS) calls and dispatching the appropriate law enforcement agency, firefighters, paramedics, and equipment to the scene. Incumbents are required to operate computers, related peripheral equipment, radios, telephones and a variety of other emergency communications equipment simultaneously in order to receive and relay police, fire, emergency medical service and other personnel to incidents and emergencies. The work involves an unusual work environment which includes high stress dealing with life and death situations, the need to remain calm in emergency situations and the need to be polite when dealing with angry and abusive people. Incumbents must be able to multitask, exercise sound independent judgment and maintain accurate records of all calls placed and received. Employees are required to work shifts which cover both day and night hours, weekends and holidays as a normal function of the classification. The work is performed in accordance with established policy and under the immediate supervision of the Chief Public Safety Dispatcher. Incumbents will perform various clerical duties related to their communication functions. Does related work as required.

Trainee appointments are for a one (1) year duration, following which incumbents who have satisfied all training requirements* and successfully completed a probationary period will be advanced to the title of Public Safety Dispatcher without further examination. All training is paid and conducted while the incumbent is on-the-job.

The title of Public Safety Dispatcher Trainee is **Competitive**, requiring applicants to meet minimum qualifications established for the position and successfully meet civil service examination requirements. **The tentative test date for this examination is not yet known.** Permanent appointment will be dependent upon participation in the examination AND being reachable from the resulting eligible list. *Applicants not currently employed by Tioga County will be subject to a criminal background check.

Status: Provisional, pending successful completion of civil service examination requirements
Work Hours: Full time, days; 40 hours/week
Salary: \$39,041 (CSEA SG VII, base); benefit package available including: health, dental and vision insurance, paid leave time, NYS Retirement System, Deferred Compensation Plan
Location: Tioga County Sheriff's Office

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency and EITHER:

- a. Completion of twelve (12) semester credit hours of study from a New York State registered or regionally accredited college or university; **or**

- b. Six (6) months of work or volunteer experience as an active member of an emergency services organization (such as a firefighter in an organized fire department, a law enforcement officer, emergency medical personnel or closely related position); **or**
- c. Six (6) months of full-time work experience (or its part-time equivalent) which involved multi-tasking and communicating with the public; **or**
- d. An equivalent combination of training and experience as defined by the limits of a, b, and c above.

Note: In order to qualify, volunteer experience as an active member of an emergency services organization will require a letter from the head official (i.e. Fire Chief) verifying dates of active service. Documentation is required at time of application.

Apply Online: <https://www.tiogacountyny.com/departments/personnel-civil-service/>

Apply by: Applications will be accepted until the position has been filled.

Tioga County applications are available on our website. Resumes may be submitted but MUST accompany an application. Applicants MUST clearly describe education and/or work and volunteer experience to explain how they meet the minimum qualifications for the position. Omissions or vagueness will not be interpreted in an applicant's favor

**Criminal background checks will be conducted upon a conditional offer of employment. Depending upon the position sought, conviction of a felony, misdemeanor or other offense may bar appointment. At the discretion of the appointing authority, additional screenings may include but will not be limited to: fingerprinting, psychological, and or drug testing. If requested, a candidate will be required to authorize access to educational, employment, financial, or other records.*