



NOTICE OF VACANCY PUBLIC SAFETY DISPATCHER (HELP Program)

Updated 04/21/25: The 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 under the supervision of the Chief Public Safety Dispatcher or other higher-ranking officer. Incumbents will perform various clerical duties related to their communication functions. Does related work as required.

The title of Public Safety Dispatcher is **Non-Competitive***, requiring applicants to meet minimum qualifications established for the position. Pending a criminal background check**.

Status:	Permanent, Probationary
Work Hours:	Full time, 40 hours/week; shift work
Salary:	\$49,378 (2025 CSEA SG X); 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:

- Completion of twelve (12) semester credit hours of study from a New York State registered or regionally accredited college or university; **or**
- 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**
- Six (6) months of full-time work experience (or its part-time equivalent) which involved multi-tasking and communicating with the public; **or**
- 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 the time of application.**

Special Requirement: Candidates must successfully complete all training requirements within twelve (12) months of appointment and maintained during employment:

- Basic Emergency Services dispatcher course administered by, either: the Association of Public Safety Communication Officials (APCO), the National Communications Institute (NCI), or the NYS Office of Public Safety.
- A minimum of 200 hours of an Emergency Services Dispatch Training (ESDT) Program.
- 24 hours of an Emergency Medical Dispatch (EMD) program.
- A Cardiopulmonary Resuscitation (CPR) program.

APPLY ONLINE: <https://tiogacountyny.com/departments/personnel-civil-service/>

Apply by: Applications 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.