



Yates County Office of Civil Service
417 Liberty Street
Penn Yan, NY 14527

VACANCY ANNOUNCEMENT: EMERGENCY SERVICES DISPATCHER (HELP)

YATES COUNTY IS SEEKING APPLICANTS FOR *EMERGENCY SERVICES DISPATCHER (HELP)* TO FILL 1 VACANCY

Type of Appointment:	Permanent	Rate of Pay:	\$25.42 per hour
Position Status:	Full Time – 40 hours		
Classification:	Non-Competitive		
Location:	Yates County	Contract:	Council 82 Emergency Communications, Group I
Department:	Sheriff's Office – E911		
Vacancy:	1 position currently vacant	Exam Date:	Not Applicable
Residency Requirement:	Candidates must be legal residents of Yates, Seneca, Steuben, Schuyler, or Ontario County 30 days prior to appointment.	Application Fee:	Not Applicable
Posted:	September 26, 2025	Application Deadline:	Open until filled

EMERGENCY SERVICES DISPATCHER (HELP) - JOB DESCRIPTION

DISTINGUISHING FEATURES OF THE CLASS:

Employees in the class are responsible for monitoring, dispatching and coordinating a variety of emergency services (fire, rescue and ambulance, law enforcement, advanced life support, emergency medical, jail and court security; highway, public health and child protective services, disaster preparedness, etc.) The stress of daily contact with life, serious injury and death situations such as fires, accidents, assaults and crimes in progress; sitting for periods including times with little call activity; having to remain calm and in control when speaking to people who are screaming, crying or hysterical; and being polite to people who are angry, abusive, or use foul language. The work also involves the receipt of and response to non-emergency calls and answering and coordinating a variety of communications equipment. Incumbents monitor numerous telephone systems, alarm systems and radio frequencies simultaneously and must exercise sound independent judgment in prioritizing calls and dispatching appropriate emergency services as quickly as possible. Incumbents must maintain accurate record keeping. May be required to perform various clerical duties as needed. Keyboarding is required of this class. The wearing of an ear head set and microphone is essential. Employees in this class are required to work shifts which cover a 24-hour-per-day, 7-day-per-week operation. Does related work as required.

TYPICAL WORK ACTIVITIES (Illustrative Only):

- Receives voice and electronic data calls from the public in need of fire, rescue, emergency medical, law enforcement or other emergency services;
- Receives emergency and non-emergency communication via telephone, radio, or computer terminal;
- Dispatches police, fire/rescue or EMS personnel and equipment, following prescribed procedures using the CAD system and function keys; directs and coordinates assignment of appropriate public service units to emergencies;
- May provide emergency medical information to callers until first responders and medical assistance arrives;
- Receives and responds to non-emergency calls from the public or public service providers, receiving information, completing forms, referring, forwarding or relaying calls as appropriate;
- Queries the caller in a calm, systematic manner to determine the seriousness and nature of the situation, the location, the services needed, and other information necessary to evaluate the situation;
- May maintain contact with callers using intervention skills as necessary;
- Exercises sound independent judgment in dispatching services and coordinating the participation of various emergency personnel/equipment to the scene;
- Maintains messages, accesses critical emergency information from written, recorded and digital electronic sources, reads aerial mapping information, records all fire and emergency equipment in the county and logs equipment of service;
- Utilizes computerized data-bases (including EJustice, NCIC, NLETS, CAD, LEMS, JMS, Homeland Security, GIS Mapping, and Metro Search type systems) to access and record data and information;
- May respond to inquiries using the NYS EJustice system;
- Receives and answers radio calls for various public service related agencies and transfers call information accurately to appropriate personnel;
- Receives and relays inter and intra-county mutual aid calls;
- Receives and records on various logs, location of fire alarms and emergency calls;
- Performs filing, typing, and other clerical duties as needed;

- Takes such training and maintains certifications as is required by department policy;
- Maintains a clean and orderly work area;
- May operate and monitor security devices;
- Performs other duties as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of the operation of radio and telephone equipment and emergency services terminology;
 Good knowledge of the geography of the County;
 Good knowledge of the various emergency services mutual aid plans in force in Yates County;
 Good knowledge of emergency service providers in the county and their jurisdictions;
 Good knowledge of principles and techniques of emergency communications;
 Ability to deal effectively with county fire, police and EMS personnel and with the public;
 Ability to efficiently perform several tasks simultaneously;
 Ability to remain sedentary for long periods of time;
 Ability to work in close proximity to others and maintain proper hygiene;
 Ability to control telephone communications with distraught, confused callers through calm, carefully directed interrogation to obtain all pertinent information regarding the request for service;
 Ability to transmit orally, messages with good diction and a clear speaking voice;
 Ability to remain calm and function effectively in crisis situations;
 Ability to communicate clearly both orally and in writing; sound judgment; tact;
 Ability to use good judgment, tact and courtesy in talking with the public and in responding to requests for fire, rescue, emergency medical, law enforcement or disaster preparedness services;
 Ability to follow oral and written instructions which pertain to job assignment and methods of performance;
 Ability to use various offices, secretarial and computer equipment;
 Ability to operate a computer keyboard under stress;
 Ability to perform routine clerical tasks;
 Ability to adapt to future related public safety communication technologies;
 Ability to write legibly, prepare reports and maintain records;
 Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- a) Possession of high school diploma or equivalency diploma.

SPECIAL REQUIREMENTS FOR ACCEPTANCE OF APPLICATIONS:

- a) Must be a minimum of eighteen (18) years old at the time of application; and
- b) Must be a resident of Yates, Ontario, Schuyler, Seneca, or Steuben County at the time of appointment.

PHYSICAL AND MEDICAL REQUIREMENTS:

In accordance with Public Safety Answering Point (PSAP) Standards, appointment is contingent upon successful completion of a background check, medical examination, with specific standards for hearing, and psychological testing.

HELP PROGRAM:

Competitive Class Status: At the end of the 12-month period, employees occupying positions filled through the local HELP Program will be granted competitive class status without the need to participate in a competitive examination.

BACKGROUND INVESTIGATION AND ADDITIONAL SCREENINGS: Each candidate will be subject to a thorough background investigation. Applicants may be required to authorize access to educational, financial, employment, criminal history, mental health records or other records. Conviction of a felony will bar appointment. Conviction of a misdemeanor or other offense is subject to evaluation and may bar appointment. Additional investigations may include but are not limited to questionnaires, interviews and background checks of any nature. At the discretion of the employing law enforcement agency, candidates may be subject to additional screenings as a term and condition of employment, including but not limited to fingerprinting, polygraph and psychological testing. Drug testing is included in the required medical exam. Failure to meet the standards for any screenings may result in disqualification.

EEOE / DISCLAIMER:

Yates County is an Equal Employment Opportunity Employer. Yates County does not unlawfully discriminate in employment because of age, race, creed, color, national origin, sex, sexual orientation, disability, marital status, arrest and/or criminal conviction record unless based on a bona fide occupational qualification or other exception, genetic predisposition, or domestic violence victim status.

The Yates County Personnel Office is responsible for job titles for all public employment positions within Yates County, excluding NYS Department of Education positions. There are numerous job titles that are shared between all of our appointing authorities. **Exam announcements** that are distributed for a job title you have within your workforce does not automatically mean that position is vacant, will become vacant or is currently being recruited for. It is the Personnel Officer's responsibility to be prepared for anticipated job vacancies, therefore, exams may be given in anticipation of upcoming retirements, promotions, etc. Requests to order exams may be submitted by appointing authorities as well. The majority of all Civil Service exams are scheduled by NYS Civil Service. Some exams, for example, are only given every 4 years, so it is in our best interest to give such exams when offered in order to be prepared. If a position is vacant or will become vacant, a **Vacancy Announcement** will be distributed and, on that announcement, it includes the work location along with other pertinent details pertaining to the location for which the vacancy will occur. **Exam Announcements are different from Vacancy Announcements and should not be misconstrued as being an advertisement for an open position.**