



# Emergency Services Dispatcher (HELP Program) Cayuga County E911 Department

**Inclusion Through Diversity**  
**Cayuga County is an Equal Opportunity/Affirmative Action employer.**  
**Minorities and women are encouraged to apply.**

\*\*Pending classification by New York State Civil Service, this position may be deemed non-competitive under the HELP Program, meaning a civil service examination may not be required.

**SALARY RANGE: \$51,761 - \$56,907 + 12% differential (2025 CSEA Union, Grade 11)**

**DEADLINE TO APPLY FOR VACANCY: Applications accepted until positions have been filled**

## **HOW TO APPLY:**

Go to: [mycivilservice.cayugacounty.us/jobopps](http://mycivilservice.cayugacounty.us/jobopps) and click on the **APPLY** button across from the title of "Emergency Services Dispatcher (HELP Program) - Vacancy" listed under Current Vacancies.

## **MINIMUM QUALIFICATIONS:**

- (A) Graduation from high school or possession of an equivalency diploma; OR
- (B) 1 year of experience as a dispatcher in a emergency services organization; OR
- (C) 1 year paid or volunteer experience as an active member of an emergency services organization, i.e. firefighter in an organized fire department, law enforcement officer, emergency medical personnel for an ambulance service, or closely-related position; OR
- (D) 2 years of clerical experience; OR
- (E) An equivalent combination of training or experience as defined by the limits of (A), (B), (C), and (D) above.

## **DISTINGUISHING FEATURES OF THE CLASS:**

Employees are responsible for monitoring, dispatching, and coordinating calls for emergency services, to include but not limited to fire, EMS, law enforcement, emergency management and public works agencies. This is a key position directly related to the life and property safety of the public. The employee will be required to workdays, nights, weekends and holidays. The Cayuga County E-911 Center is a 24-hour a day, 7 day a week operation. The employee in this class operates a variety of communications equipment, including radio and telephone equipment and other computerized dispatch systems. Under the general supervision of a higher-level Emergency Services Dispatcher or Supervisor, and within the parameters of established operating procedures and guidelines, employees in this class are expected to exercise independent judgment, alertness and responsiveness in

**DISTINGUISHING FEATURES OF THE CLASS: (continued)**

emergency situations. Employees in this class are responsible for performing emergency medical service pre-arrival instructions (EMD). This position is an unusual working environment involving high stress, often dealing with life and death situations involving high risk to life and property. The ability to remain calm, objective and professional in a volatile situation is a basic requirement of the job. An incumbent in this position is expected to participate in the training and development of new personnel.

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

Good knowledge of radio and telephone equipment and emergency services terminology;  
Knowledge of the geography of the county and region;  
Ability to control telephone communications with distraught or upset callers, calm callers through stressful situations and carefully interrogate callers to obtain pertinent information regarding their requests for service;  
Transmit orally, messages with good diction and a clear speaking voice;  
Ability to use good judgment;  
Ability to exercise 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 quickly and accurately enter orally transmitted data into the computer aided dispatch system application via keyboard;  
Ability to perform routine clerical tasks such as making written entries on logs and filing written records, to include but not limited to orders of protection, warrant entries, missing person entries and other related e-Justice portal information;  
Ability to prioritize emergency calls and dispatch appropriately;  
Ability to access and accurately provide information in the e-Justice Portal  
Ability to multi-task;  
Ability to perform duties while sitting for long lengths of time;  
Ability to use various office equipment technology and software systems  
Ability to work/adjust to work environment that fluctuates from quiet to moderately noisy.  
Other tasks as directed by Administrator or Deputy Administrator.

**TYPICAL WORK ACTIVITIES: (Illustrative Only)**

Answers, screens, processes incoming emergency and non-emergency calls from the public and other public service providers. Interrogates callers in a calm, systematic manner to determine the seriousness and nature of their emergency and what emergency response is required;  
Maintains radio communications with police, fire and emergency medical service units in the field to ensure their safety and to ensure appropriate emergency response;  
Dispatches appropriate police, fire and emergency medical service units to scene of an emergency;  
Enters event data into Computer Aided Dispatch System while maintaining conversations with caller and radio communications with responders;  
Operates Cayuga County Emergency Radio Communications System and other computer systems including Computer Aided Dispatch, Instant Recall, Logging Recorder Systems, and telephone system;  
Operates the NYS Criminal Justice Information System (eJustice) and National Crime Information Center (NCIC) systems.  
Provides Emergency Medical Dispatch (EMD) pre-arrival support for appropriate EMS calls for service;  
Participates in the training and development of new personnel.  
Monitors alarm systems for telephony equipment and reports issues with the same;  
Performs routine cleaning of the work area.