



**Office of Personnel and Civil Service  
Job Announcement  
Please Post Conspicuously**

Michael Mascarenas  
County Manager

Shaun Gilliland  
Chairman of the Board

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**TITLE:** **EMERGENCY SERVICES CALL TAKER-DISPATCHER**  
**OR**  
**EMERGENCY SERVICES CALL TAKER - DISPATCHER TRAINEE**  
*(\*Provisional Appointment)*

**SALARY:** **\$23.52/HR. (Trainee)**  
**\$24.51/HR. (Dispatcher)**  
Current employees hired **PRIOR** to 2009, please contact the Personnel Office for rate of pay.

**LOCATION:** Essex County Emergency Services, Lewis

**BENEFITS:** Health Insurance, Dental Insurance, Sick, Vacation, and Personal time, NYS Retirement, Life Insurance, Flexible Spending Plan, Paid Holidays, Employee Assistance Program, and Employee Premium Enhancement.

**JOB SUMMARY: DISPATCHER TRAINEE-** Employees in the class are responsible for monitoring and dispatching a variety of emergency services (fire, rescue and ambulance, law enforcement, child protection services, disaster preparedness, etc.) Dispatchers also maintain radio communications with road patrol officers requesting back-up assistance. 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 to situations which may involve danger to life and/or damage to property as quickly as possible. This job involves an unusual working 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 maintain accurate records of all calls placed and received. Employees are required to work shifts which cover both day and night hours. May be required to perform various clerical duties as needed. While in this trainee position during the first-year incumbent will be required to complete 200 hours of in-house training along with obtaining all certifications which included CPR, EMD, Telecommunicator and E-Justice. Incumbent does related work as required.

**MINIMUM QUALIFICATIONS: DISPATCHER TRAINEE-**

- (a) Graduation from high school or possession of a high school equivalency diploma and one year of experience in clerical, dispatching or two-way radio communications;
- (b) Two years of experience in clerical, dispatching or two-way radio communications;
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).

**Residency Requirement:** *There is no residency requirement.*

**(OVER)**



Essex County Dept. of Personnel & Civil Service  
Essex County Government Center, 7551 Court Street, P.O. Box 217, Elizabethtown, NY 12932



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518.873.3360

**Essex County is an Equal Opportunity Employer**

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**MINIMUM QUALIFICATIONS: DISPATCHER-**

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- (b) Two years of experience in clerical, dispatching or two-way radio communications;
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**SPECIAL REQUIREMENTS: DISPATCHER-**

- 1) Possession of CPR Certification that must remain current throughout employment.
- 2) Possession of EMD Certification that must remain current throughout employment.
- 3) Possession of Telecommunicator Certification that must remain current throughout employment.
- 4) Possession of E-Justice Certification that must remain current throughout employment.

**Additional Information:** Qualified candidates will be subject to a Civil Service examination to be announced at a later date. Applications will be accepted until the closing date for the examination. Persons seeking employment with Essex County shall be required to submit to a drug and alcohol screening/testing, pre-employment physical, and additionally may be required to submit to a fingerprint background check, depending upon the specific requirements of the position.

*\*The term provisional means that you will be required to take the next civil service examination for this title and place among the top three (3) candidates on the examination list in order to be eligible for permanent appointment.*

**Posting Date:** November 21<sup>st</sup>, 2024

**Application Deadline:** December 2<sup>nd</sup>, 2024



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