



## **DISPATCHER**

### **Newburgh Fire Department**

**Full-Time Position – Fixed shift, must be available nights, week-ends & holidays**

**Provisional Appointment (Pending Civil Service Exam)**

**Starting Salary: \$38,667**

**CSEA Benefits Apply**

**Preference in appointment shall be given to City of Newburgh Residents**

### **GENERAL STATEMENT OF DUTIES:**

Performs a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; and assisting in the administration of the standard operating policies and procedures of the dispatch center.

### **EXAMPLES OF WORK: (Illustrative Only)**

- Monitors telephones and radio in the dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay;
- Dispatches police /fire and other response vehicles for emergency responses;
- Broadcasts nature, location and time of incident; contacts all required personnel and other local concerns the event of an emergency situation;
- Insures the presence of reserve units by contacting personnel designated for call back;
- Relays information as required;
- Maintains log on radio and telephone communications, location of personnel and equipment;
- In the event of an emergency situation, maintains on-going contact with the responding personnel and keeps them informed of all incoming pertinent information;
- Keeps track of various information such as traffic lights out, streets closed and fire hydrants out and keeps emergency personnel informed;
- Maintains dispatch center work area and equipment in clean and working condition;
- Operates radios as needed and assists in radio communications; operates base radio as required;
- Operates listed office machines as required;
- Inputs data to standard office and department forms, both manual and automated;
- Makes simple postings to various reports; compiles and tabulates data;
- Maintains dispatch documents and records.

### **PERIPHERAL DUTIES:**

- Monitors individuals in holding cells for proper conduct, safety, and medical or other needs when assigned to police dept.;
- Assists in training new employees;
- May monitor flood warning system.

**TOOLS AND EQUIPMENT USED:**

Communications switchboard, including computer-aided systems; personal computer including word processing software; copy machine; fax machine; radio.

**MINIMUM QUALIFICATIONS**

Education and Experience:

Graduation from a high school or GED equivalent.

Required Knowledge, Skills and Abilities:

(A) Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; and

(B) Some skill in operation of the listed tools and equipment; and

(C) Ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

**SPECIAL REQUIREMENTS:**

No felony convictions.

**Applications available/accepted at the Civil Service Office, City Hall, 83 Broadway, Newburgh, NY Monday-Friday from 8:30 – 4:00, or on-line at [www.cityofnewburgh-ny.gov](http://www.cityofnewburgh-ny.gov) thru July 25, 2017.**

**CITY OF NEWBURGH – AN EQUAL OPPORTUNITY EMPLOYER**