



Human Resource Department  
26 Church Street  
Lyons, New York 14489

## VACANCY ANNOUNCEMENT – PLEASE POST

2023- (continuous recruitment)

---

### **PUBLIC SAFETY DISPATCHER TRAINEE\* Location: Wayne County E911 Department FULL TIME (VARIABLE SHIFTS) Applications Accepted Continuously**

**2023 Starting Salary: \$48,214** plus \$1.00 shift differential

**2024 Starting Salary: \$50,534** plus \$1.00 shift diff. & \$1.00 weekend shift pay 2024 job rate: \$ 56,592

Rates .based on a 40-hour workweek; E911 Dispatchers work a rotating schedule

**EXCELLENT BENEFITS full time – Paid Leave, Sick, Holiday pay, Medical, Vision, Dental, Deferred Compensation plan, Flex Spending, EAP, NYS Retirement.**

#### **APPLICATIONS ACCEPTED AT THE WAYNE COUNTY HUMAN RESOURCE DEPARTMENT**

**\*Provisional Appointment:** 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 willing to accept position in order to be eligible for permanent appointment.

APPLICANTS MUST HAVE BEEN A LEGAL RESIDENTS OF WAYNE, MONROE, ONTARIO, SENECA OR CAYUGA COUNTIES FOR AT LEAST ONE MONTH IMMEDIATELY PRECEDING THE EXAMINATION DATE.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency diploma.

This is a trainee position in developing the essential knowledge and skills to function as a Public Safety Dispatcher. Trainees receive on the job training while performing duties of a dispatcher under close and continuing supervision. Trainee appointments are for a period of one year, following which incumbents receiving satisfactory ratings will advance to the title of Public Safety Dispatcher without further examination. The 911 Center provides emergency response services twenty-four hours a day, seven days a week; dispatchers must work flexible work schedules, which will include overtime on a voluntary and mandatory basis. Does related work as required.

**TYPICAL WORK ACTIVITIES:** As a Trainee, participates in all dispatching functional operations under guidance, direction and assistance of trainers or superiors and will cover the following activities:

- Receive emergency and non-emergency calls from the public and determine the appropriate course of action based on the caller's needs and existing policies, procedures, and directives.
- Receive and place administrative phone calls to support all of the public safety agencies in Wayne County.
- Type information into a Computer Aided Dispatch System
- Operate multiple computer, phone, and radio systems
- Dispatch (via radio, telephone, and computer) Law Enforcement, Fire/Rescue, and Emergency Medical Services while maintaining responsibility for officer and responder safety.
- Communicate (via radio, telephone, computer) pertinent information to emergency personnel responding to calls
- Maintains the status of Emergency Responders
- Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service
- File data and perform other routine clerical tasks.
- Make referrals to other county departments and outside agencies
- Maintain computer records through data entry;
- Must be able to obtain the necessary certifications for the position, and maintain those certifications for the duration of employment. These include, but may not be limited to the following: eJusticeNY operator, Public Safety Telecommunicator (PST), Emergency Medical Dispatcher (EMD), and Cardio Pulmonary Resuscitation (CPR).