

FULTON COUNTY SHERIFF'S DEPARTMENT
ANNOUNCES THE FOLLOWING:

EMERGENCY SERVICES DISPATCHER
(HELP PROGRAM)

**FULTON, MONTGOMERY, HAMILTON, HERKIMER OR SARATOGA
COUNTY RESIDENCY IS REQUIRED**

This is a non-competitive position.
No civil service examination required for appointment.

2025 Salary: \$20.98 (Start Rate) - \$24.68 (One Year Rate)

Typical Work Activities:

Answers, screens and processes incoming emergency and non-emergency calls from the general public and other public service providers;
Enters event information into the Computer Aided Dispatch (CAD) system completely and accurately;
Facilitates caller with means for obtaining life saving instructions as needed;
Demonstrates the proper application of Sheriff's Department policies and procedures;
Utilizes knowledge of and demonstrates proper application of Civil and Criminal laws, ordinances, Vehicle and Traffic Laws and Fire Codes;
Gathers pertinent information from callers and documents this information in incident history;
Supplements existing incidents with additional information as received;
Maintains contact with the caller until units arrive on the scene during life threatening situations;
Classifies information gathered into proper CAD incident code;
Accesses the CAD and New York Statewide Police Information Network (NYSPIN) information files as needed;
Operates the CAD and NYSPIN terminal and keyboards;
Uses Automatic Call Distribution (ACD) agents and their associated features to answer, transfer or process emergency and non-emergency calls;
Develops knowledge and demonstrates proper application of all CAD features relating to call taking and dispatching;
Operates back systems telephone in the event of ACD system failure;
Enters incident information onto a hand written manual system for incident routing during manual operations;
Displays proper use of the street directory, telephone lists and other documents associated with manual operations;
Makes appropriate notifications to supervisors;
Refers callers to other agencies as appropriate;
Develops and utilizes good listening skills;
Provides information and direction to callers;
Maintains a good rapport with co-workers, supervisors and field forces;
Contributes to and participates in the team effort of training new personnel, cross training of veteran personnel and the continuing training of all personnel;
Performs related duties as assigned by supervisors.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Minimum Qualifications:

Graduation from high school, possession of a high school equivalency diploma, or a high school individual education plan diploma.

**Applications should be filed with the
Fulton County Personnel Department
1 East Montgomery Street
Johnstown NY 12095
(518) 736-5574**

They can be found on our website at www.fultoncountyny.gov.