

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 7335000

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| Communications Specialist (State Police), Grade 12 | 7335000 |
| Communications Specialist 2 (State Police), Grade 14 | 7335200 |

Brief Description of Class Series

Communications Specialists (State Police) provide twenty-four hour a day, seven-day a week communications services to sworn police members and other non-sworn public safety personnel and provide telephone answering/complaint services to the general public. Incumbents must be skilled at multi-tasking and handling several calls at once while directing public safety resources to the highest-priority situations. Duties are performed under stressful conditions during emergency situations and require excellent organizational and communication skills, both verbal and written, in order to relay sufficient information to various public safety agencies responding to the emergency.

These positions are classified only at the New York State Division of State Police at dispatch points throughout the State.

Distinguishing Characteristics

Communications Specialist (State Police): operates and monitors various types of communications equipment such as receiver and broadcast equipment; telephone equipment; computer equipment; voice logging equipment; closed circuit television systems; electronic security systems; and intelligent traffic systems equipment.

Communications Specialist 2 (State Police): non-competitive; supervises Communications Specialists (State Police) at assigned dispatch point; creates dispatch schedules, trains new employees, and administers performance programs.

Illustrative Duties

Communications Specialist (State Police)

Answers emergency and non-emergency telephone calls for services; identifies scope and type of assistance needed, and relays information to appropriate personnel for handling.

- Obtains all necessary situational and location information from the caller.
- Calms the caller in order to elicit required information.
- Utilizes Emergency Medical Dispatch System when required.
- Provides weather and road condition information.

Operates and understands the technical operation of fixed and mobile communications equipment.

Operates and maintains digital tape logging devices utilized in recording radio and telephone transmissions.

Monitors all radio equipment and frequencies in dispatch area.

Provides first-line troubleshooting for telephone systems and initiates repairs when required.

Operates paging systems.

Operates networked and standalone computer equipment; handles problems with computer software and hardware, and initiates repair procedures.

Maintains inventory and repairs file databases and computerized and handwritten logs.

Reconciles information received from other law enforcement agencies with data in New York State Police files.

Uses New York State Police Information Network (NYSPIN) to conduct checks for warrants.

May conduct training sessions of NYSPIN procedures, Emergency Medical Dispatch, and related programs.

May provide administrative support to sworn members of the New York State Police.

Communications Specialist 2 (State Police)

Supervises Communications Specialists (State Police) at assigned dispatch point by performing the full range of supervisory responsibilities including training, completing performance evaluations, and developing staff schedules.

Directs staff in the operation of communications systems and equipment.

Monitors Emergency Medical Dispatch certification status and continuing education progress of staff.

Reviews tape recordings for quality assurance.

Ensures technology outage plans (radio, telephone, network and equipment trouble) for dispatch and non-dispatch locations within the Troop are updated.

Reviews radio logs or computerized radio log entries to ensure that radio checks are being conducted.

Assists Troop communications supervisor with any matters necessary for the operation and effectiveness of dispatch functions.

Implements and tracks testing procedures for communications devices.

Maintains and prepares logs for communications devices.

Minimum Qualifications

Communications Specialist (State Police)

Open-Competitive: High school graduation or possession of a high school equivalency diploma and completion of a two-year traineeship including Emergency Medical Dispatch and Basic Communicator certifications.

Communications Specialist 2 (State Police)

Non-Competitive: High school graduation or possession of a high school equivalency diploma and three years of experience as a Dispatcher, including Emergency Medical Dispatch and Basic Communicator certifications.

Promotion: One year of service as a Communications Specialist (State Police).

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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