

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

Classification Standard

Occ. Code 7342200

Communications Operator, Grade 4

Brief Description of Class

Communications Operators perform dispatch duties involving two-way radios, telephones, cell phones, and emails; gather information from callers regarding suspected Environmental Conservation Law violations; provide information regarding hunting, fishing, trapping, camping, and state land regulations to callers; respond to requests for information from law enforcement personnel in the field; gather information regarding wildland search, rescue, or wildfire incidents; provide information regarding state land use and regulations; and dispatch information to law enforcement, fire, and emergency medical service agencies.

These positions are classified only at the Department of Environmental Conservation (DEC).

Distinguishing Characteristics

Communications Operator: non-competitive; seasonal; answers telephone calls, identifies the scope and type of assistance needed, and records and relays information to appropriate personnel; dispatches DEC Police and Forest Rangers, and Division of Environmental Remediation staff, when necessary.

Related Class

Communications Technicians 1 provide communications and other support services to sworn police officers and emergency management personnel, and respond to emergency calls, questions, and complaints from the public. Incumbents operate an emergency communications network, involving operating radio and data terminals, including E-Justice, Integrated Justice Portal; personal computers; and telephone equipment.

Radio Dispatchers dispatch appropriate response teams to incidents; use the information gathered from various communications to determine the urgency and importance of the information received, anticipate what response is required, and relay the information to the appropriate party.

Illustrative Tasks

Communications Operator

Operates and monitors various types of communications equipment including receiver and broadcast equipment, telephone equipment, paging systems, computer equipment, weather system monitor equipment, and intelligent traffic systems equipment.

Receives complaints and information from the public regarding violations of Environmental Conservation Law; determines if complaints require an immediate response by an Environmental Conservation Police Officer, Forest Ranger, or Division of Environmental Remediation staff, and if so, dispatches this information to the appropriate area of the State; and maintains administrative records related to handled calls.

Receives information from the public and 911 call centers and other agencies regarding a variety of wildland emergencies including search, rescue, or wildlife incidents; and dispatches information to the appropriate area of the State. Dispatches a Forest Ranger if necessary and monitors related radio traffic

Provides communications support for Environmental Conservation Police Officers, Forest Rangers, Division of Environmental Remediation, Emergency Management, Operations, regional fisheries, regional Lands & Forests, and campgrounds staff.

Handles wildlife, fisheries and water program calls and answers the public's questions pertaining to State rules and regulations.

Handles State land and easement use program calls and answers the public's questions pertaining to State land and easement use rules and regulations.

Monitors notifications from National Weather Service Fire Weather notifications and forecasts and forwards information to Forest Rangers in applicable areas of the State.

Minimum Qualifications

Communications Operator

Non-Competitive: possession of a high school diploma or high school equivalency diploma issued by an appropriate educational authority.

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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