

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

Classification Standard

**Occ. Code 7335110**

<b>Communications Specialist 1, Grade 12</b>	<b>7335110</b>
<b>Communications Specialist 2, Grade 14</b>	<b>7335210</b>

Brief Description of Class Series

Communications Specialists 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 Department of Environmental Conservation (DEC).

Distinguishing Characteristics

*Communications Specialist 1:* operates and monitors various types of communications equipment such as radios, telephones, cellular phones, computer equipment; voice logging equipment; and electronic security systems.

*Communications Specialist 2:* supervises Communications Specialists 1; functions as the supervisor at assigned dispatch point; creates dispatch schedules, trains new employees, and administers performance programs.

Illustrative Duties

*Communications Specialist 1*

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 information on the situation and location 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 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 and Department of Environmental Conservation files.

Uses the integrated justice portal (e-Justice) to conduct checks for warrants.

May conduct training sessions of e-Justice procedures, Emergency Medical Dispatch, and related programs.

May provide administrative support to Environmental Conservation Police Officers and Forest Rangers.

### *Communications Specialist 2*

Performs all duties of a Communications Specialist 1 as necessary.

Supervises Communications Specialists 1 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 Region are updated.

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

Assists regional Captains 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 1*

Open-Competitive: high school graduation or possession of a high school equivalency diploma and completion of a two-year traineeship; or high school graduation or possession of a high school equivalency diploma and two years of experience as a police, emergency services, or public safety dispatcher; or member of a fire company or emergency medical services squad; or radio dispatcher of a mobile fleet; or search and rescue position; or active duty service and an honorable discharge under conditions in the New York State Restoration of Honor Act from the United States military; or military duty in the United States Armed Forces National Guard or Reserve.

#### *Communications Specialist 2*

Promotion: one year of service as a Communications Specialist 1.

**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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