

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

Occ. Code 7334200

Radio Dispatcher, Grade 10	7334200
Senior Radio Dispatcher, Grade 12	7334300

Brief Description of Class Series

Radio Dispatchers monitor, dispatch, and control two-way radio traffic, and other electronic media, providing interconnections between various communication systems and agencies.

These positions are classified in the Department of Transportation, the Department of Environmental Conservation, and the Thruway Authority.

Distinguishing Characteristics

Radio Dispatcher: full performance level; dispatches appropriate response teams to incidents; uses the information gathered from various communications to determine the urgency and importance of the information received, anticipates what response is required, and relays the information to the appropriate party.

Senior Radio Dispatcher: first supervisory level; oversees the scheduling, performance evaluations, and training of lower-level staff.

Illustrative Duties

Radio Dispatcher

Utilizes computer equipment, the data terminal, and telephones to log, receive, and transmit information on matters such as the weather, road conditions, unusual or hazardous vehicles, accidents, State Police action, and emergencies that require assistance from agency personnel or outside agencies.

Records roll calls and logs the locations of designated personnel.

Monitors system performance and generates work order reports as required.

Monitors weather conditions and executes call-outs for snow and ice events.

Assists with detour planning and/or incident response planning.

Monitors, controls, and activates various Intelligent Transportation Systems (ITS) field devices to access real time traffic conditions.

Enters incident information into information exchange networks.

Disseminates real time roadway information obtained from camera images or other roadway devices to the traveling public utilizing web-based systems or roadside devices such as Variable Message Signs, Highway Advisory Radio, or other devices.

Senior Radio Dispatcher

Directs staff in the operation of base, fixed, and mobile communications.

Prepares and maintains staffing schedules to ensure that all communication center shifts are staffed.

Reassigns staff, as needed, to provide for adequate coverage.

Designs and maintains an operating manual to ensure standardized training in operational procedures.

Trains and coaches staff in operational procedures.

Implements and tracks testing procedures for communication devices within the communication center.

Participates in exercises and drills from multiple government sources.

Maintains and prepares a log for all communications equipment located in the communications center.

Minimum Qualifications

Radio Dispatcher

Open Competitive: one year of experience as a police, emergency services, or public safety dispatcher, or as a member of a paid or volunteer fire company or emergency medical services squad; or one year of experience as a radio dispatcher of a mobile fleet; or one year of experience in a traffic management center; or one year of active duty service as a dispatcher of military police or security personnel and an honorable discharge or under conditions in the NYS Restoration of Honor Act.

Senior Radio Dispatcher

Promotion: one year of experience as a Radio Dispatcher.

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 of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

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