



## Public Safety Dispatcher Trainee (HELP) Department of Emergency Response

2024 Salary: \$54,755/year

This is an entry-level traineeship for a dispatching position in the Department of Emergency Response. Appointees to this class are provided training for a period of one year consisting of classroom and on-the-job segments designed to provide essential knowledge and skills including: receiving emergency and non-emergency telephone calls and eliciting the necessary information; transmitting emergency information in the dispatching of firefighters, medical personnel, law enforcement officers and equipment in the shortest possible time; utilizing a CAD (computer-assisted dispatch) system, providing emergency medical dispatch information over the phone and maintaining a calm atmosphere in high-stress situations. During the traineeship, the incumbent will gradually be instructed in the various areas of dispatch operations, and assume responsibility for each area as they reach a competent level. Upon the successful completion of the training program, the employee assumes the full-performance position of Public Safety Dispatcher I without further examination. Work is performed under the direct supervision of higher level employees, with some independence being given as the employee becomes trained in the various aspects of the job. Employees are required to work shifts which cover day, night and weekend hours.

To view a complete list of job duties, click [here](#).

### **MINIMUM QUALIFICATIONS:**

- EITHER: (A) Completion of thirty (30) college credits;  
OR: (B) Graduation from high school or possession of a high school equivalency diploma and one (1) year of full-time dispatch work experience in public safety dispatching;  
OR: (C) Graduation from high school or possession of a high school equivalency diploma and two (2) years of full-time paid work experience involving typing and public contact.

**NOTE:** Public safety dispatching includes fire, law enforcement and emergency medical dispatching. It does not include transportation dispatching such as school buses, taxis, trucks, etc.

**NOTE:** Your degree or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

### **SPECIAL REQUIREMENT:**

Candidates may be required to meet certain physical standards for hearing and color vision. A screening test may be conducted prior to an offer of employment. Such testing shall be conducted only after a conditional offer of employment has been given to the candidate by the local agency seeking to employ such candidate. All candidates must be found physically able, with or without reasonable accommodations, to perform the essential job functions of a dispatcher. Candidates may be required to pay for the qualifying tests.

**FINGERPRINTING:** A fingerprint supported background investigation is required before an appointment is made to some positions. Pursuant to New York State Executive Law, the Division of Criminal Justice Services requires that a fee accompany each such request for a search. It is due once a job offer is made and accepted by the applicant.

Apply online at [www.dutchessny.gov/jobs](http://www.dutchessny.gov/jobs)

Recruitment will be posted until 4/12/26.

An EEO/AA Employer

Posted: 3/27/2026