



PUBLIC SAFETY CALL TAKER (HELPS)

Dutchess County Department of Emergency Response

Salary Range: \$48,008 (2024 Salary)

This is a permanent position in the Dutchess County Department of Emergency Response. The work involves answering emergency and non-emergency calls for police, fire and emergency medical services and relaying information to dispatch staff. Under the general supervision of a public safety shift supervisor, an employee in this class operates telephone communication equipment and inputs data into computer-aided dispatch (CAD) system, utilizing a QWERTY style computer keyboard, and providing emergency medical services pre-arrival instructions as required. An employee in this class exercises independent judgment with regard to policies and procedures that guide in reacting to emergency incidents which may involve danger to life and/or damage to property. The job involves an unusual working environment which includes high stress dealing with life and death situations, the need to remain calm in emergency situations and the need to be polite when dealing with angry and abusive people. The job also requires employees to leave their work environment in a clean and tidy condition at all times thus promoting a clean, safe and healthy workplace. Supervision of subordinate employees is not exercised in this class.

TYPICAL WORK ACTIVITIES:

Answers, screens and processes incoming emergency and non-emergency calls from the general public and other public safety service providers; enters event information into the CAD system completely and accurately; facilitates caller with means for obtaining life-saving instructions as needed, including emergency medical services prearrival instructions as required, and maintaining contact with the caller until units arrive on the scene during life threatening situations; demonstrates the proper application of Center policies and procedures; supplements existing events with additional information as received; operates the CAD, PC and other necessary programs, classifies information gathered using proper CAD codes, accesses the CAD and other information files as needed and assists in identifying/correcting database errors; uses VESTA Phone system and its associated features to answer, transfer or process emergency and non-emergency calls; operates backup systems in the event of a system failure; enters event information onto paper forms completely and accurately during manual operations; assists in back-entry of events into CAD from manual operation; makes appropriate notifications to supervisors; refers callers to other agencies as appropriate; participates in the promotion of clean, healthy and safe work environment and performs related duties as required.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and one (1) year of full-time paid work experience.

SPECIAL REQUIREMENTS:

Successful completion of a course for Emergency Medical Dispatch (EMD) during the employee's probationary period and must maintain certification for duration of employment.

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.

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.

For immediate consideration, submit an application on or before July 13, 2025.

Apply online at www.dutchessny.gov/jobs, OR
Download an application from www.dutchessny.gov/jobs,
and mail it to the Dutchess County Department of Human Resources, 22 Market Street,
Poughkeepsie, NY 12601

An EEO/AA Employer

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