



# ONEIDA COUNTY GOVERNMENT NOTICE OF VACANCY

**DEPARTMENT:** Emergency Services

**CIVIL SERVICE TITLE:** Supervising Public Safety Telecommunicator (HELP Program)

**CLASSIFICATION TYPE:** Non-Competitive

**SALARY (GRADE):** \$57,136 (5D) Plus Excellent Benefits

**APPLICATION DEADLINE:** April 06, 2026

**APPLY ONLINE\*:** <https://oneida-portal.mycivilservice.com/post/jobopps>



**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent in this class is responsible for supervising the activities of subordinate Public Safety Telecommunicators and Senior Public Safety Telecommunicators and for managing the current operational activities of the communications center during an assigned shift. The incumbent will be fully functional at each operational position in the communications center and may be used as relief or replacement at a position when needed. The incumbent will advise supervisors in matters relating to the operations of the communications room to include staffing and discipline, and lead all subordinate staff in fulfilling the mission of the department and county government. The incumbent assists in the scheduling of personnel for such assignments as duty positions, leaves, and training. When necessary, the incumbent advises subordinates in interpreting policy, procedure, rules, regulations, and law. The incumbent also leads in the training, development, and evaluation of subordinate staff. The incumbent may also function as an agency training coordinator responsible for developing and instituting various types of training programs. The incumbent will troubleshoot problems with radio, computer, and peripheral equipment; and may also be required to monitor the activities of radio maintenance personnel, technical support personnel, and the obligations of other contractual services provided to the Communications Center.

This job involves an unusual working environment which includes sudden changes in the level of work activity. Employees are required to work shifts which cover both day and night hours, weekends and holidays. The incumbent needs to be courteous and tactful when dealing with others, and able to remain calm in high stress and/or emergency situations. The incumbent will present a positive attitude in performance of their duties and when representing the department. 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 work place.

The work is performed under the general supervision of the Deputy Director of Emergency Services or other Supervisor. Immediate supervision is exercised over Public Safety Telecommunicators and Senior Public Safety Telecommunicators. The incumbent performs related work as required.

**MINIMUM QUALIFICATION:** Candidates must meet the minimum qualifications at time of application.

**Promotion:**

Thirty-six (36) months full-time, permanent competitive status as Senior Public Safety Telecommunicator.

**\*\*Oneida County is an equal opportunity employer\*\***

\*If you do not have internet access, paper applications can be picked up in the Personnel Department on the 6<sup>th</sup> Floor of the Oneida County Office Building. You may also request a paper application to be mailed by calling 315-798-5726.

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