



DEPARTMENT OF HUMAN RESOURCES

EMPLOYMENT OPPORTUNITY NOTICE

Saratoga County Sheriff's Office

Job Title:	DESK OFFICER (HELPS Program)
Salary Range:	\$54,774 – 76,566* (*Based on years of service employed with Saratoga County in this title)
Work Location:	6012 County Farm Road, Ballston Spa, NY 12020
Classification:	Non-Competitive HELPs (This title has been approved under the HELPs program and exam requirements have been waived thru 2025)

Job Description

The Desk Officer role is crucial, as these employees are responsible for manning the telecommunications console within the Sheriff's Office Emergency Communications Division. They work on assigned shifts, including evenings, overnights, holidays, and weekends, answering emergency and non-emergency calls for police, fire, and emergency medical services. They transmit emergency information and dispatch police, fire/rescue, and EMS personnel and equipment. This position is directly linked to the life and safety of the public and the emergency service agencies served. Desk Officers must maintain communications with field units while monitoring numerous telephone lines, computer systems, and radio frequencies in a fast-paced, high-stress work environment. They must exercise sound independent judgment, alertness, and responsiveness in prioritizing calls and dispatching appropriate emergency services to situations involving danger to life and/or property damage as quickly as possible. Incumbents must function calmly in emergencies, efficiently take appropriate action, remain calm and courteous when dealing with emotional, upset, potentially angry, and abusive callers, and maintain accurate records of all calls and actions taken. Employees in this class are also responsible for providing emergency medical service pre-arrival instructions (EMD). Work is performed under the general supervision of the Desk Sergeant per established department policies, rules, and regulations. Does related work as required.

Minimum Qualifications

Graduation from high school or possession of high school equivalency diploma (GED)

Typical Work Activities (*Illustrative)

- Answer, screen, and process incoming emergency and non-emergency calls from the public and other public service providers. Interrogate callers to determine the nature of their emergency and what emergency response is required.
- Provide instructions to callers, which may include emergency medical instructions (EMD) using standard accepted medical guidelines.
- Direct emergency responders' activities by setting assignments' priorities based on information received.
- Maintain radio communications with police, fire, and emergency medical service units in the field to ensure their safety and appropriate emergency response.
- Enter event data into the Computer Aided Dispatch System to maintain a continuous log of all radio and telephone transmissions.
- Operate various State and Federal database systems.
- Participate in the training and development of new personnel.
- Operates various office machines, phone systems, and computer equipment.

**Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.*



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Additional Information

- Excellent benefits, NYS Retirement and Competitive Compensation Plan
- *This title has been approved under the NYS HELPs program. An exam is **not** required for appointment to this title.*

To Apply (via Link Provided)

- Qualified candidates may alternatively submit an application and resume, by mail or in person to the Personnel Officer – Civil Service Division, 40 McMaster Street, Ballston Spa, NY 12020
- Resume may not be substituted for application
- Fax submissions will not be accepted

Applications will continue to be accepted until the vacancy has been filled

If you require reasonable accommodation in completing this application, interviewing, completing any pre-employment testing, or otherwise participating in the employee selection process, please direct your inquiries to the Human Resources Office. Saratoga County is an equal opportunity employer.

We are committed to fostering an inclusive environment where diversity is valued and recognized as a source of strength and enrichment. We seek to attract talented people from a diverse range of backgrounds and cultures, and encourage women, people of color, LGBTQ individuals, those with disabilities, members of ethnic minorities, foreign-born residents, and veterans to apply.