

Warren County Sheriff's Office

Notice of Vacancy

Communication Officer (911 Dispatcher)

The Warren County Sheriff's Office is accepting applications for the position of Communication Officer (911 Dispatcher). Communication Officers serve a vital role in public safety by providing emergency communications services for law enforcement, fire, emergency medical services (EMS), and the citizens and visitors of Warren County.

Minimum Requirements: Applicants must possess a high school diploma or high school equivalency diploma.

Position Overview

Communication Officers are the first point of contact for the public during emergencies and play a critical role in coordinating law enforcement, fire, and EMS response throughout Warren County. Working as part of a professional communications team, Communication Officers answer emergency and non-emergency calls, dispatch emergency responders using a Computer Aided Dispatch (CAD) system, coordinate resources, and maintain situational awareness during routine and critical incidents.

Successful candidates must demonstrate proficiency in navigating multiple computer applications and public safety systems to obtain, interpret, document, and relay critical information. Communication Officers must communicate effectively, exercise sound judgment, and make timely decisions in a fast-paced, technology-driven environment.

Duties and Responsibilities

- Answer emergency and non-emergency telephone calls, including 911 calls.
- Dispatch law enforcement, fire, EMS, and other public safety resources using a Computer Aided Dispatch (CAD) system.
- Analyze incoming information, prioritize calls for service, and coordinate the appropriate public safety response.
- Operate multi-channel radio, telephone, and public safety communications systems.
- Navigate multiple computer applications and public safety systems to obtain, verify, document, and relay critical information.
- Interpret digital mapping, GIS, GPS coordinates, addresses, and other location information to assist callers and emergency responders.
- Monitor multiple radio channels while maintaining situational awareness of ongoing incidents.
- Access and relay information through criminal justice databases and secure public safety systems.
- Maintain accurate incident documentation and records.
- Work collaboratively with fellow Communication Officers, supervisors, emergency responders, and partner agencies to provide effective emergency communications.
- Obtain and maintain required certifications, including Emergency Medical Dispatch (EMD), and perform related duties in accordance with established protocols.
- Perform other related duties as assigned.

Salary

Starting Salary (2026): \$59,354 annually (Year 1), with contractual step increases.

In addition to a competitive salary, Warren County offers a comprehensive benefits package as provided under the applicable collective bargaining agreement.

Pre-Employment Requirements

Candidates selected for appointment must successfully complete all applicable pre-employment requirements, including:

- Background investigation
 - Psychological evaluation
 - Hearing examination
 - Any additional examinations, screenings, certifications, or requirements established by New York State, Warren County, or the Warren County Sheriff's Office.
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Training

Successful candidates will complete a comprehensive on-the-job training program and obtain all required certifications, including Emergency Medical Dispatch (EMD), as part of their employment.

Why Join Our Team?

If you are looking for a challenging and rewarding career serving the public and making a difference in your community, we encourage you to apply. Communication Officers are an essential part of the public safety team, serving as the vital link between the public and emergency responders while providing critical support to law enforcement, fire, EMS, and the citizens of Warren County—24 hours a day, 365 days a year.

How to Apply

Candidates may submit an application and cover letter to:

Derrick Helms, Communications Supervisor
Warren County Sheriff's Office
1400 State Route 9
Lake George, NY 12845
Phone: (518) 743-2504
Email: HelmsD@WarrenCountyNY.gov

Applications will be accepted until all vacant positions have been filled.

Applications may be obtained from <http://www.warrencountyny.gov/jobs>

Warren County is an Equal Opportunity Employer.