

EMERGENCY COMMUNICATIONS FIRE DISPATCHER

FLSA Status: Covered

Union Representation: Bureau of Emergency Communications (BOEC) AFSCME Council 75 Local 189

Class Summary:

This is full performance dispatching work in the field of Emergency Communications, with the exception of police dispatch. Incumbents operate telephones, radios and computer equipment to record requests for emergency services, and to dispatch fire and emergency medical field units; and monitor the status of field units. Duties include being the first contact point with the public and the responsibility for receiving telephone requests for police, fire, and emergency medical service, determining the nature and location of service required, and taking the action necessary to ensure that service is provided. As an essential function of the job, incumbents are expected to maintain their skills and effectively perform all of the duties for which they are certified on a rotational basis. Work is often performed under stressful demands for speed and accuracy. Employees are required to perform with minimal supervision. Experienced employees may assist in training new operators. Work is reviewed for the quality of service provided to the public and partner agencies, through the examination of records and on-the-job observation. The ability to work any shift, on any day, and to work overtime is an essential function of the job.

Examples of Work:

Positions assigned to this classification perform the work listed below in addition to performing work described in the lower level Emergency Communications Call Taker classification

Reads and interprets information on dispatch console screen to determine the reliability of dispatch typecode assigned to incident, the accuracy of the location, and verify the accuracy of the CAD-recommended unit assignment to the call.

Speaks over radio or phone in order to dispatch field units to scene of requested fire or emergency medial service; to check on status of field units; to relay unit to unit transmissions; receive requests for auxiliary emergency services such as ambulances, tow trucks, and fire fighting equipment.

Not all the work performed is specifically described.

Knowledge, Skills and Abilities: (At time of appointment)

Positions assigned to this classification must meet the following qualifications in addition to the Knowledge, Skills and Abilities listed for the lower level Emergency Communications Call Taker classification

Knowledge of the proper application of radio communications codes and terms and the use of radio equipment.

Some knowledge of fire operations tactics and techniques.

Skill in dispatching fire and emergency medical services units.

Ability to maintain DPSST certification in call taking and fire dispatch.

Ability to maintain LEDS certification.

Ability to work on any shift, any day of the year including holidays, and to work mandatory overtime as necessitated by events of the day or for anticipated heavy service load events/shifts.

Licenses; Certificates; Special Requirements:

DPSST certification as a Telecommunicator and in fire dispatch.

LEDS certification

Adopted 10-19-82

Revised 02-20-79, 10-18-83, 03-05

Revised: 05-02-07 (Title changed from ECO I and updated to reflect changes to job series)

June 2009 - Change Job Class number from 0317 to 30000033, due to system change.