

FIRE SERVICES DISPATCHERDEFINITION

Under general supervision, operates computerized, integrated fire and medical alarm system equipment in receiving and transmitting emergency and non-emergency information.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Receives, screens, transmits and processes fire and other emergency requests from the public, other agencies and departments via Computer Aided Dispatch (CAD), computerized telephone and radio communications systems. Determines and dispatches appropriate personnel, apparatus and equipment required on emergency incidents. Maintains records and logs of such calls and their disposition. Coordinates emergency calls and relays messages; receives and transmits information to other jurisdictions; tests telephone and radio equipment, and reports needed repairs; maintains radio communications with departmental personnel away from their offices or headquarters; calls off-duty personnel needed for emergency service by telephone; maintains up-to-date knowledge regarding the locations of streets, buildings, and hydrants in the City; maintains up-to-date knowledge of overall fire protection policies and procedures established by the Fire Department. Maintains special files, lists and maps. Uses personal computer software programs to maintain logs and produce reports or other documents. May read and interpret maps to locate emergencies, determine jurisdictional boundaries, and dispatch nearest apparatus to expedite response times. May attend and actively participate in a variety of classes and/or certification courses, and monthly training sessions. May be required to operate, monitor and troubleshoot a variety of communication equipment such as fire and medical alarm equipment, computer equipment and radio equipment. May instruct other department personnel in the operation of communications equipment. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

Fire Services Dispatcher is a classification whose duties involve the protection of life and property utilizing a completely integrated CAD system, delivering Emergency Medical Dispatch (EMD) instructions, enhanced 9-1-1 telephone and 800 MHz radio systems. Employees in this classification are responsible for prompt, accurate and efficient dispatch of the necessary personnel and equipment in response to notification of emergency requests.

RECOMMENDED MINIMUM QUALIFICATIONS

A minimum of one year experience working for a fire, police or other public safety dispatch agency within the past three years; or any combination of training, education and experience that provides the following knowledge, skills and abilities:

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: principles and practices of effective public relations; operation of modern radio, telephone and related equipment used in emergency dispatch operations; some knowledge of the geography of the City of Santa Ana, including the location of important buildings and landmarks.

Ability to: type at a corrected rate of a minimum of 35 words per minute; speak clearly in a well-modulated voice using good diction; hear well and accurately; understand and effectively respond to radio and telephone communication of emergency situations; understand and carry out oral and written instructions; utilize a completely integrated CAD system, enhanced 9-1-1 telephone and 800 MHz radio systems, delivering Emergency Medical Dispatch (EMD) instructions; differentiate between basic colors; learn and interpret rules and regulations quickly and effectively; act rapidly in emergency situations while remaining calm; adopt an effective course of action based on interpretation of the emergency situation.

Skill in: the use of modern radio and telephone equipment used in emergency dispatch operations; modern office equipment including personal computers and standard office software programs such as Microsoft Word or Excel.

NOTE: P.O.S.T, APCO-Fire Certification and/or EMD certification highly desirable; completion of the National Academy Emergency Medical Dispatch course and Cardiopulmonary Resuscitation Certification (CPR) highly desirable.

SPECIAL WORKING CONDITIONS: incumbents are required to sit for prolonged periods of time within a confined environment, and are required to wear and use headsets in order to effectively carry out the duties of this position, which entail extensive reaching and other repetitive motions while receiving and responding to emergency calls for service. Applicants must be willing and able to work 12-hour day and night shifts, as well as holidays, Saturdays and Sundays, as required.

CHARACTERISTICS OF A SUCCESSFUL PERFORMER

The successful performer is able to remain alert during periods of inactivity yet react quickly and appropriately in a crisis or emergency situation. This individual is logical, levelheaded and maintains a calm and professional attitude under pressure of heavy demands. The effective Fire Services Dispatcher is polite, tactful and patient when responding to calls for service from the public and is able to calm down callers to help reduce the emotional impact of emergency situations.

Class title change from Emergency Services Dispatcher-Fire per Council Resolution No. 82-110, effective 7-1-82

Class Specification Reviewed: 10/94

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