

CLASS TITLE: Fire Communications Operator II

CHARACTERISTICS OF THE CLASS: Under general supervision, dispatches fire and ambulance personnel and apparatus to the scene of fire or medical emergencies using a computer-aided dispatch system and amplifier, radio, and telephone equipment; and performs related duties as required.

ESSENTIAL DUTIES: Dispatches fire and ambulance companies to reported incidents of fire or medical emergencies using a three-screen fire dispatch console; reviews fire apparatus and personnel response recommendations generated by computer-aided dispatch system; determines if computer-generated recommended responses are appropriate for reported incidents and initiates dispatch instructions; dispatches additional fire companies as required during extra alarm fires to provide adequate levels of support at the scene; monitors the status of incidents via radio communications to ensure dispatched fire companies and emergency medical units arrive at the scene and to relay requests for additional support; operates radio equipment to communicate with fire and emergency medical service personnel in the field; apprises supervisor of any significant or unusual fire incidents or emergency medical services field activities during an assigned shift.

RELATED DUTIES: Performs routine testing of communication equipment and electrical circuits to ensure proper operation of fire communication systems; assists in trouble-shooting fire communication lines and circuits; answers emergency 9-1-1 calls from persons reporting fires and requesting fire suppression and rescue, or emergency medical services.

MINIMUM QUALIFICATIONS:

Training and Experience. Eighteen months experience as a Fire Communications Operator I. Current Emergency Medical Technician/B (EMT/B) certification. Must be able to type a minimum of twenty-five words per minute.

Knowledge, Abilities and Skill. Considerable knowledge of geographical locations within the City. Good knowledge of fire suppression operations and fire and emergency medical dispatching procedures. Good knowledge of radio, telephone and computer-aided dispatch communications systems and their operation.

Code: 8606
Public Safety Service
Fire Service Group
Fire Alarm Operations Series

CLASS TITLE: Fire Communications Operator II (cont'd)

Ability to communicate effectively in emergency situations. Ability to evaluate incident calls and make appropriate dispatching decisions. Ability to operate a multiple screen computer console linked to a computer-aided dispatch communications system. Ability to work under stressful situations.

Good oral and written communication skills. Good typing skills. Skill in the use of computer-aided dispatch communications systems software and equipment. Skill in providing callers with basic emergency medical advice prior to paramedics' arrival.

Working Conditions. Police and Fire Emergency Communications Facility.

Equipment. Must wear a headset. Computer-aided dispatch communications equipment including a multiple screen computer console with interactive mapping display, touch-screen telephone and radio controllers, instant recall recording devices, and TTY communications equipment for the hearing impaired.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

May, 1996
Minimum Qualifications Revised July, 1998