

Code: 8609
Public Safety Service
Fire Service Group
Emergency Communications Series

CLASS TITLE: Coordinating Fire Communications Operator

CHARACTERISTICS OF THE CLASS: Under general supervision, assists in managing and coordinating the fire and emergency medical dispatching operations of the 9-1-1 Chicago Emergency Communications Center; and performs related duties as required.

ESSENTIAL DUTIES: Manages a staff of fire communications personnel on a rotating shift, overseeing call taking and dispatching activities to ensure effective and efficient work operations; assists in preparing work schedules for fire communications personnel to provide proper staffing on all shifts; monitors the operating efficiency of the computer-aided dispatch (CAD) system and related equipment and ensures the timely resolution of technical problems; tests and trouble-shoots fire dispatch equipment to ensure proper maintenance and operation; provides training to staff on dispatch procedures and the use and operation of emergency communications and dispatch equipment; conducts training sessions for Fire Department personnel on dispatching procedures for fire suppression and rescue or emergency medical services; maintains control and ensures the security of recording tapes for 9-1-1 fire calls; schedules unit staff for required course work to renew and maintain certification as Emergency Medical Technician/B (EMT/B); prepares work activity reports for the unit.

RELATED DUTIES: Monitors the investigation of complaints regarding response and level of service provided by staff; assists in implementing policies and procedures relating to emergency communications operations; responsible for notifying management of critical incidents or emergencies.

MINIMUM QUALIFICATIONS:

Training and Experience. Two years of progressively responsible experience as a Supervising Fire Communications Operator in emergency communications operations requiring the use of computer-aided dispatch equipment. 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 fire suppression operations and fire and emergency medical services dispatching procedures. Considerable knowledge of emergency medical services prioritization and pre-arrival protocols. Considerable

Code: 8609
Public Safety Service
Fire Service Group
Emergency Communications Series

CLASS TITLE: **Coordinating Fire Communications Operator (Cont'd)**

knowledge of radio, telephone and computer-aided dispatch communications systems. Considerable knowledge of geographical locations within the City of Chicago.

Ability to coordinate the work activities of a fire and emergency medical services dispatch unit. Ability to train and instruct staff on call taking and fire and emergency medical services dispatching procedures. Ability to operate radio, telephone and computer-aided dispatch emergency communications equipment. Ability to work rotating shifts.

Good oral and written communication skills. Skill in fire and emergency medical services dispatching. Good typing skills. Skill in the use of computer-aided dispatch communications systems software and equipment.

Working Conditions. Police and Fire Emergency Communications Facility.

Equipment. 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, magnasynce master tape decks 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.

June, 1996
(Minimum Qualifications Revised July, 1998)