

Dispatcher Job Description

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job. Employees acting in this position will be held to this standard as well as that of their assigned rank.

Job Description Summary

Under the direct supervision of the Communications Coordinator and the general supervision of a Battalion Chief and the Operations/Division Chief, the Dispatcher is responsible for operating and maintaining the Dispatch center, receiving emergency calls for assistance, dispatching fire personnel and equipment, answering business and emergency phones, operating radio and computer equipment, completing reports and performing clerical tasks.

Representative Duties and Responsibilities

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Provides guidance to Firefighters in matters pertaining to Dispatch equipment and procedures
- Operates and tests equipment and pagers; reports malfunction of equipment to supervisor
- Answers emergency phones, obtains and interprets appropriate emergency information from citizens and other Dispatch centers
- Dispatches fire personnel and equipment; notifies other agencies via phone and radio according to standard operating procedures
- Completes reports in computerized records management systems; compiles data and prepares reports of emergencies, equipment dispatched, and/or disposition of emergency
- Answers business phones, directs calls and takes messages
- Maintains staff status board
- Provides a variety of information to the public concerning district activities and functions
- Performs clerical tasks such as typing, filing, using copier, and faxing documents
- Maintains alarm room and Dispatch quarters
- Responds as required when called in from off duty for emergencies
- Trains Firefighters and new employees in Dispatch operations

Abilities

- Knowledge of and experience in the operation of radios, telephone equipment, computers, and various office machines
- Knowledge of radio and dispatch terminology and procedures and general telephone procedures and etiquette
- The ability to think and act quickly and effectively in emergency situations
- Ability to communicate calmly, clearly and concisely
- Ability to retain and record information, prepare reports, understand and follow verbal and/or written direction
- Ability to deal tactfully and courteously with the public, and cooperate with others
- Spell and use English and grammar correctly; use good judgment in unusual situations that are not provided for in the procedures manual

Minimum Qualifications

Type 40 words per minute accurately

A minimum of three (3) years business experience performing similar duties

ICS-200

ICS 700

ICS 800

AED and CPR certification

Possession of an appropriate California Driver's License with a satisfactory driving record that meets District insurability requirements

Physical Demands and Working Environment

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical:

Primary functions require sufficient physical ability to work mainly indoors in an office-type setting. Continuous sitting and upward and downward flexion of neck, side-to-side turning of neck; twisting and bending at the waist; reaching below the shoulders; fine finger dexterity; simple grasping and repetitive use of hands to manipulate equipment controls, keyboard and other office equipment.

Environment:

Possible exposure to extreme heat, cold, humidity and temperature swings working indoors; excessive noise from radios, phones; exposure to noise and gases from equipment in adjoining bay; exposure to dust, smoke from area fires.