



## FIRE DISPATCHER TRAINEE FIRE DISPATCHER SENIOR FIRE DISPATCHER

**JOB SUMMARY:** Under general supervision, performs a variety of fire dispatch duties in routine and emergency situations; receives and identifies calls and dispatches fire units using computer-aided dispatch (CAD)/telecommunications equipment; gathers and relays critical information to Fire personnel; documents calls and responses; complies with policies and procedures to assure the safety of City personnel and the public; and performs other related work as necessary.

### **DISTINGUISHING CHARACTERISTICS:**

The Fire Dispatcher Trainee class is characterized by its performance of entry-level dispatch duties, with emphasis on learning all the components of fire dispatch work. A Fire Dispatcher Trainee works under direct supervision and will be placed in a structured training program that will allow for periodic evaluation and testing. Testing will be done in measurable areas such as station alerting, call processing, pre-arrival instructions / emergency medical dispatch instruction, radio codes, CAD commands, and other measurable areas as are necessary to becoming a certified, proficient Fire Dispatcher. After the completion of all training requirements, receiving satisfactory performance evaluations and recommendation from management, Fire Dispatcher Trainees are expected to promote to Fire Dispatcher by the end of their probationary period.

The Fire Dispatcher class is characterized by its competent performance of all levels of work in emergency, non emergency and administrative call taking, as well as proficient operation and handling of secondary radio channels. The Fire Dispatcher is expected to operate independently in the receiving and processing of emergency calls and dispatching fire staff and equipment. A Fire Dispatcher works under general supervision. Fire Dispatchers are eligible for promotion to Senior Fire Dispatcher upon meeting all requirements, receiving satisfactory performance evaluations and recommendation from management. Fire Dispatchers are encouraged but not required to promote to the Senior Fire Dispatcher class.

The Senior Fire Dispatcher class is characterized by its journey level work in the dispatching of fire staff and equipment and is distinguished from the Fire Dispatch Supervisor class by the latter's responsibility for monitoring work quality and staff supervision. Senior Fire Dispatchers are capable of performing the full range of duties as assigned, working independently and exercising judgment and initiative. Positions in this class receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies. Senior Fire Dispatchers are expected to mentor and train Fire Dispatch staff and may act as a relief shift supervisor in the absence of the Fire Dispatch Supervisor.

**EXAMPLES OF ESSENTIAL FUNCTIONS:**

**FIRE DISPATCHER TRAINEE**

1. Receives, identifies and records a variety of calls for assistance from the public related to fire services. Fire service calls include those related to medical emergencies, fires and non-emergency requests.
2. Calms distressed callers, uses interview techniques to gain incident information and enters calls for service in a timely and accurate manner.
3. Provides pre-arrival medical instructions to callers.
4. Provides information to callers, prepares telephone requests for assistance, assigns incident numbers to occurring events, and refers callers to other staff/agencies as appropriate.
5. Dispatches proper public safety staff and equipment based on computerized recommendations, response procedure guidelines and knowledge of agency requirements.
6. Communicates with public safety staff in the field and informs emergency command staff of pending responses from other agencies.
7. Maintains status of calls via computer screens, keyboard and other communications equipment.
8. Conducts tests of emergency communication equipment as needed.
9. Coordinates use of radio frequencies supported by various radio systems among ground and air units and performs routine communication via radio paging for administrative staff.
10. Prioritizes safety related information and analyzes complex information for situational changes.
11. Applies a working knowledge of regional geography for all the areas served by the Communications Center.
12. Retrieves information from local, state, and federal databases as requested by field staff for investigative purposes.

**FIRE DISPATCHER**

IN ADDITION TO THE ABOVE, FUNCTIONS ALSO INCLUDE:

1. Coordinates emergency calls and relays requests and questions from personnel in the field to appropriate supervisory personnel; monitors the status of fire units and their location; keeps appropriate supervisory personnel informed of the situation and dispatches additional personnel and equipment as directed.

**SENIOR FIRE DISPATCHER**

IN ADDITION TO THE ABOVE, FUNCTIONS ALSO INCLUDE:

1. Assists in the training of Dispatch employees; reports to a Fire Dispatch Supervisor on the progress of trainees.
2. May act as Fire Dispatch Supervisor in the absence of that individual.

**QUALIFICATION GUIDELINES:**

***ANY COMBINATION OF EDUCATION AND/OR EXPERIENCE THAT PROVIDES THE REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES TO PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION. A TYPICAL COMBINATION INCLUDES:***

## **FIRE DISPATCHER TRAINEE**

**EDUCATION:** High School diploma or recognized equivalent.

**EXPERIENCE:** One year of customer or public service related experience involving significant contact with the public. Or the performance of substantially related work experience which includes; multi-tasking, relaying critical information, or the performance of high-impact tasks under urgent conditions.

**KNOWLEDGE OF:**

- English usage and grammar.

**ABILITY TO:**

- Operate a current version Windows based personal computer.
- Operate a personal computer keyboard with sufficient speed and accuracy to accomplish the core job functions of a Fire Dispatcher.
- Ability to accurately type at a speed of 45 words per minute.
- Read, learn and understand complex instructions and documentation including standard operating procedures, training materials, general orders, maps and related material.
- Perform multiple tasks simultaneously.
- Understand and retain complex instructions and training concepts.
- Interact and communicate effectively, both orally and in writing.
- Establish, maintain, and foster positive, harmonious and effective working relationships and demonstrate a cooperative and professional attitude at all times.
- Pass a background investigation which includes a polygraph test, medical/drug screen and psychological examination.
- Maintain the confidentiality of information as prescribed by law.
- Speak to callers using clarity, courtesy and tact.

**LICENSES:**

- Valid Class C CA driver license.
- Acceptable driving record at the time of appointment and throughout employment.

**CERTIFICATIONS:**

- Obtain California Law Enforcement Teletype Systems (CLETS) certification within six months of appointment.
- Obtain Emergency Medical Dispatcher (EMD) certification issued by the International Academies of Emergency Dispatch prior to the end of the probationary period.

**SPECIAL REQUIREMENTS:**

- Ability to work any shift in a 24-hour/day, 7-day/week operation on a rotational basis including weekends and holidays.
- Ability to work mandatory overtime. Ability and willingness to wear mandatory uniform and communication head set.

**DESIRABLE:**

- Possession of International Academies of Emergency Dispatch Emergency Medical Dispatcher (EMD) certification.
- Possession of CPR certification.
- Knowledge of CLETS terminal use for law enforcement purposes.
- Knowledge of the geography and major road networks of the City and surrounding service areas.

## **FIRE DISPATCHER**

**EDUCATION:** High School diploma or recognized equivalent.

**EXPERIENCE:** Successful completion of the probationary period as a Fire Dispatcher Trainee. Fully trained and certified by the department to receive, identify and record a variety of calls for assistance from the public related to fire services; and coordinate use of radio frequencies among ground and air units and perform routine communication via radio paging for administrative staff.

**IN ADDITION TO THE REQUIREMENTS OF THE FIRE DISPATCHER TRAINEE, THE FIRE DISPATCHER REQUIRES:**

**KNOWLEDGE OF:**

- Geography and major road networks of the City and surrounding service areas.
- Core technologies for Fire dispatching, including CLETS, CAD, incident notification systems, telephone, various radio systems and mapping applications.

**ABILITY TO:**

- Ability to operate all software applications relevant to the duties of Fire Dispatcher.
- Enter calls for service for fire.
- Ability to work in close coordination with others and show self-initiative towards supporting teamwork and providing customer service.
- React quickly, efficiently and calmly in emergency situations.
- Perform caller interrogation and relay critical information via the CAD system to radio dispatchers in an accurate and timely manner.
- Provide pre-arrival instructions in accordance with International Academies of Emergency Dispatch Emergency Medical Dispatcher (EMD) protocols.
- Rapidly perform or prioritize multiple tasks in a dynamic work environment.
- Analyze complex, urgent situations and apply logical action based on standard operating procedures and other operational directives.
- Understand and retain supervisory instructions.
- Independently operate the Fire primary communications channel by the end of the probationary period.

**CERTIFICATIONS:**

- Obtain and maintain California Law Enforcement Teletype Systems (CLETS) certification within six months of appointment.
- Obtain and maintain Emergency Medical Dispatcher (EMD) certification issued by the International Academies of Emergency Dispatch prior to the end of the probationary period.
- CPR/First Aid certification.

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## **SENIOR FIRE DISPATCHER**

**EDUCATION:** High School diploma or recognized equivalent.

**EXPERIENCE:** Two years experience as a fire dispatcher with a fire agency, including the successful completion of the probationary period as a Fire Dispatcher with the City of Ontario. Trained and certified by the department to independently operate the Fire primary communications channel.

**IN ADDITION TO THE REQUIREMENTS OF FIRE DISPATCHER, THE SENIOR FIRE DISPATCHER REQUIRES:**

**KNOWLEDGE OF:**

- All technologies, techniques, and procedures for fire dispatching, including CLETS, CAD, telephone, radio and mapping applications.

**ABILITY TO:**

- Train staff as assigned.
- Mentor, train and provide lead direction to lower level staff.
- Act as Fire Dispatch Supervisor in their absence.

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**ADDITIONAL INFORMATION:**

**FLSA Exemption Status:** Non-Exempt  
**Employee Unit:** Teamsters Local 1932  
**DOT Program Participant:** No  
**Job Family:** Fire Group – Fire Dispatch  
**Class Progression:** Fire Dispatcher Trainee  
Fire Dispatcher  
Senior Fire Dispatcher  
Fire Dispatch Supervisor  
Fire Communications Manager

**Reports to:** Fire Dispatch Supervisor  
**Supervises:** N/A

**Date Class Established:** 03/08/2015

**Revised Dates / Reason:**

**Previous Title(s):**

**Approved By HR Director:** 

**Date Approved:** 6/28/18