

FIRE DISPATCHER I

Definition

Under direction of the shift supervisor, to receive emergency and non-emergency telephone and radio calls and dispatch equipment; to operate a computer aided dispatch system; and to do related work as required.

Distinguishing Characteristics

This is the entry level class in the Fire Dispatcher series. Positions in this class work in a learning capacity performing duties of increased responsibilities as experience is gained. Promotion to Fire Dispatcher II is considered on a merit basis subject to Department Head's recommendation and approval by the Director of Personnel.

Typical Tasks

In a learning capacity, and on an assigned shift, receives and acts upon emergency and non-emergency calls in accordance with established policies and procedures; operates communications equipment; instructs the public on proper medical techniques under emergency situations; secures and records incident information; refers inquiries to appropriate public and private agencies; keeps fire control officers advised of situation and dispatches additional personnel or equipment when so advised by the incident commander; continually monitors the status of fire units; logs all departmental emergency activity; operates other emergency service radios; operates computer systems including video display terminals; operates telephone equipment; sends and receives telephone messages; prepares and types reports; keeps necessary records; and performs related work as required.

Employment Standards

Graduation from high school or successful completion of G.E.D. examination. Minimum typing proficiency of 35 net words per minute.

Knowledge of basic principles and techniques of communications equipment and computer terminal operations; City and County geography, communities, and location of streets and highways; ability to learn the operation of emergency communications equipment and computer-aided dispatch systems; remain calm, act quickly, and exercise good judgment in emergency situations; speak clearly and concisely in a well modulated voice; perform basic mathematics; follow oral and written instructions; develop reports and keep records.

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