

JOB DESCRIPTION

JOB TITLE: Fire Dispatcher
DIVISION: Fire Services of South Sound 911
REPORTS TO: Fire Communications Supervisor

SUMMARY:

As part of South Sound 911 Fire Services Division, and under the direction of the Fire Communications Supervisor, this position performs complex and responsible Fire Dispatcher duties in the Fire Communications Center; processes citizen's requests for services under various conditions, including emergency situations, receives emergency communications, determining the nature, location and severity of the emergency and dispatching appropriate personnel, apparatus and equipment; provides information to fire agencies; monitors and controls communication traffic and assure safety of fire personnel in the field, to the extent possible.

ESSENTIAL FUNCTIONS:

Receive incoming emergency and non-emergency communications from the public, fire service personnel, agency employees and other organizations via telephone, radio, written materials and video computer terminal. Secures necessary information, including the nature, location and severity of the call; determine the priority of the call and adjust the priority based upon the nature of the emergency. Work under stress with accuracy in a calm and efficient manner. Respond to situations in a positive, efficient manner.

Dispatch appropriate personnel, apparatus and equipment via radio, computer aided dispatch system, telecommunications equipment and determine the units to dispatch according to established guidelines. Maintain contact with field units to assure safety and efficiency; inform field personnel of the status of the situation and receive and maintain field unit's status and location at appropriate times.

Operate agency equipment such radio and telephone equipment, computer terminal, alarm monitoring systems, paging system, TDD, tape recorders; monitor a variety of safety and security devices such as television camera monitoring equipment, door security equipment, many active radio channels and phone lines including emergency and non-emergency, and relay appropriate information to affected field units.

Enter and update a variety of detailed information into the computer terminal including the nature and location of calls received and premise histories; prepare and maintain various logs, listings, schedules and files; testify in court as required.

Work overtime on a volunteer basis or assigned and mandatory to cover staffing needs. There is more overtime required during vacation and/or illness periods and during seasonal workload peaks. May include both extended shift or work on scheduled day(s) off.

QUALIFICATIONS:

Graduation from high school or equivalent.
Keyboarding at 35 words per minute, with a 90% or higher accuracy rate.

KNOWLEDGE AND EXPECTATIONS:

Understand emergency services, communication codes, procedures, and geography of area served.

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Perform limited clerical duties such as filing, duplications and typing.

Work appropriately with confidential material and information.

Keyboarding at 35 words per minute.

Work with speed and accuracy.

Follow safety rules and regulations.

Provide training and orientation to peer employees.

Proficient with standard suite of Microsoft Office software and database applications, peripheral equipment, fax machine, phone system, radio and teletype.

Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.

Maintain cooperative and effective working relationships with others.

Analyze situations quickly and adopt an effective course of action.

Organize work with many interruptions and multiple tasks to meet schedules and timelines.

Is this position closely, moderately or minimally supervised? Moderately

Please explain: Employees are expected to work independently in a variety of tasks and ask for assistance/clarification when questions/concerns arise.

Does this position have supervisory responsibility (i.e., responsible for hiring, firing, appraisals, etc.)?

Yes No

Does this position have access to confidential information? Yes No

Does this position have access to or handle agency funds? Yes No

Is it important to this position that the incumbent be able to communicate fluently in English? Yes No

If yes, please explain: Most of the business is done over the phone or in electronic communications, therefore it is imperative that we be able to communicate with customers.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:

Due to the confidential nature and demands of this position, candidates must possess an exemplary personal history and pass a background investigation and a psychological evaluation as part of the pre-conditional offer of employment.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit at a computer terminal, use hands to and arms to reach, finger, handle, or feel, and finger dexterity necessary to operate equipment used in the position.

The employee is required to talk, see, and hear. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. Subject to lifting up to 10 pounds; standing, bending, stooping and reaching or sitting for eight hour periods, continuous contact with monitors/CRTs, and noise from communications and office equipment.

WORKING ENVIRONMENT:

Employee works in an indoor climate-controlled office environment. The noise level in the work environment is usually quiet. Work requires extended periods of concentration and sedentary work at a work station. Work is subject to frequent interruptions and normal office noise.

ANALYSIS OF PHYSICAL DEMANDS OF POSITION

Standing 0 % of time

Walking 5 % of time

Sitting time 95 % of
Lifting 10 lbs.
Pushing 10 lbs.
Carrying 10 lbs.
Pulling 10 lbs.
Climbing
Balancing
Stooping
Kneeling
Crouching

Crawling
Reaching
Handling
Speaking
Hearing
Seeing
Depth perception
Color vision

MACHINES/TOOLS/EQUIPMENT/WORK AIDS:

Personal computer, copy machines, telephone, fax machine, E-mail, calculators, head sets, printers.

POTENTIAL HAZARDS: The hazards are consistent within an office environment.

ADDITIONAL COMMENTS: The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Cynthia Shaffer, PHR, Human Resources Manager

APPROVED BY: _____

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