



DISPATCHER II

JOB DESCRIPTION AND MINIMUM QUALIFICATIONS

Salary Range: \$28.30 - \$34.40 hourly

POSITION SUMMARY:

This is a non-exempt position under the guidelines of the Fair Labor Standards Act (FLSA), and is represented by the employee bargaining unit. Under the guidance of the Dispatch Supervisor, the Dispatcher II controls incoming emergency and non-emergency response requests from the public, gives timely and accurate Emergency Medical Dispatch pre-arrival instruction, selects appropriate fire service resources to respond to an emergency; coordinates radio traffic from field units and provides additional resources as requested.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

The Dispatcher II should possess the following specific knowledge and abilities:

Knowledge of:

- Principles, practices, and procedures of modern fire service dispatching;
- Proper and safe use and maintenance of computer equipment, radio equipment, tools, devices, and facilities and,
- The Incident Command System (ICS) and/or the Standard Emergency Management System (SEMS).

Skills in:

- Typing proficient of 40 words per minute with no errors;
- Applying agency rules, regulations, policies, and procedures pertaining to fire and EMS dispatching;
- Applying call interrogation, emergency medical dispatch, and fire dispatching techniques and procedures;
- Demonstrating mechanical aptitude as required in the operation of radio and computer equipment and,
- Analyzing information received from a caller to adopt an effective course of action.

Ability to:

- Work well with other people in a team concept environment;
- Speak English clearly and succinctly in a well-understood voice, using good diction;
- Read small scale maps;
- Wear a radio/telephone headset while on duty;
- Work a minimum of a 40 hour week which may include any work shift, weekends, and holidays;
- Be available to work overtime shifts on short notice;
- Read, understand, and apply a variety of call-taking and fire dispatching information and materials;
- Understand and follow both oral and written instructions promptly and accurately;
- Communicate effectively in both oral and written forms;
- Reason and act decisively under stressful and/or emergency situations;
- Possess and maintain a valid California drivers license;
- Pass a background investigation and,
- Pass a physical exam that relates to the job requirements.



ESSENTIAL JOB FUNCTIONS:

The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge and skills typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

- Interrogates callers and interprets information via telephone;
- Reviews computer recommendations and makes decisions on level of fire service resources to commit to an incident;
- Acts as a relay point between fire units in the field and allied agencies;
- Tracks availability/status of fire service resources, and acts on requests from field units for additional resources;
- Operates the Center's computer aided dispatch system, 9-1-1 telephone, two-way radio systems, including telecommunications devices for the speaking or hearing challenged;
- Furnishes Emergency Medical Dispatch pre-arrival protocols by telephone;
- Accepts responsibility for accuracy in completion of department forms and records;
- Follows policy in sending and receiving agency related information via telephone and computer;
- Attends Center training activities;
- Participates in public education programs;
- Makes presentations to schools, service clubs, or other public gatherings on 9-1-1 education;
- Promotes 9-1-1 education on an on-going basis as directed;
- Participates in member and contract agency drills;
- Participates in maintenance of equipment;
- Performs minor repairs on equipment;
- Maintains an awareness of Sacramento County geography and landmarks;
- Maintains a harmonious relationship with all Center personnel, participating fire districts, all other organizations and the community at large;
- Performs routine housekeeping to maintain the Center in a clean and neat condition;
- Accepts and completes all staff assignments and/or special projects as directed by the Dispatch Supervisor, or Acting Dispatch Supervisor and,
- Performs related duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job.

- Mobility: continuous use of keyboard; continuous sitting; frequent bending and stooping.
- Lifting: occasionally up to twenty-five (25) pounds.
- Vision: constant use of overall vision and continuous computer use.
- Dexterity: frequent repetitive motion; frequent writing; frequent grasping, holding and reaching.
- Hearing/Talking: continuous hearing and talking on the phone over incident noise.

EDUCATION/EXPERIENCE:

Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:



Sacramento Regional Fire/EMS Communications Center
10230 Systems Parkway, Sacramento, CA 95827-3006
www.srfecc.ca.gov

Education/Training:

- Education equivalent to the completion of the twelfth grade supplemented by college level or vocational courses in fire dispatching, fire technology, or a related field.

Experience:

- Experience in public safety dispatching with a similarly sized agency, performing all aspects of call interrogation, radio procedures, and Emergency Medical Dispatch.

The Immigration Reform and Control Act requires US Citizenship or authorization to work in the US. Documentation must be presented at the time of hire. Special testing arrangements may be made to accommodate disabilities. Describe the special test arrangement you require in the ADDITIONAL INFORMATION section of the application form. SRFEC is an equal opportunity employer.

SRFECC does not discriminate on the basis of race, religion, color, sex, age, national origin, disability, or any other characteristic prohibited by federal, state or local law. EOE