

FIRE DISPATCHER

JOB DESCRIPTION

Classification Responsibilities: A Fire Dispatcher is responsible for receiving and dispatching calls and messages for Fire and Medical emergency services and maintaining radio contact with mobile units. A Fire Dispatcher works in the Mesa Regional Dispatch Center (MRDC) which is responsible for multi-agency dispatching and a valley-wide automatic aide system. Staffing and workload sometimes require employees to also handle 911 calls. Calls and messages include routine reports, referral information, and emergency calls for assistance from citizens and Fire and Medical personnel. This class performs related duties as required.

Distinguishing Features: Fire Dispatcher is a civilian position. The majority of all functions require entering data into a computer as it is being received and monitoring up to five radio channels simultaneously. All work is performed in accordance with Department policies and procedures and local, state, and federal regulations. A Fire Dispatcher works rotating shifts that include nights, weekends, and holidays. Supervision is received from a Fire Communications Shift Supervisor who reviews work through observation on the job and results achieved. This class is FLSA nonexempt.

Special Note: Employees in the classification of Fire Dispatcher Trainee or Fire Dispatcher - Lateral may progress to Fire Dispatcher through a noncompetitive criteria-based promotion, based on successful completion of training and satisfactory performance.

Special Assignments: A Fire Dispatcher on special assignment may serve as a trainer of newly promoted Fire Dispatchers or Fire Dispatchers - Lateral. Training entails providing both classroom instruction and intense one-on-one training at the communications console on a daily basis. The trainer is held accountable for the trainee's work, and must balance intervening quickly and decisively where necessary (to prevent harm to citizens or public safety personnel), and not intervening in order to allow the trainee to learn. A Fire Dispatcher can also be assigned a special assignment to serve and assist with special projects as determined by the Public Safety Communications Administrator or MRDC Deputy Chief. A Fire Dispatcher may also temporarily be assigned to serve as shift supervisor for an entire shift.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. A minimum of one year of experience as a Public Safety 911 Operator or Dispatcher, OR successful completion of the current Fire Dispatcher Trainee program and satisfactory performance.

Special Requirements. Candidates given a conditional job offer will be required to successfully complete a hearing test. Because of the confidential, sensitive nature of information handled, successful completion of a psychological examination is required. After hire, employees are required to successfully complete Cardiopulmonary Resuscitation (CPR) training and obtain certification which must be maintained throughout employment. Must not be on the Office of Inspector General (OIG) list of Excluded Individuals/Entities (LEIE).

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment/pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. None.

ESSENTIAL FUNCTIONS

Communication: Answers and evaluates incoming calls for Fire and Medical emergency services to determine urgency of the call and whether units should be dispatched to the scene. Hears and understands radio communication, the effectiveness of which may be worsened by varying radio output levels, radio repeater tower locations, outside noise at the scene where the unit is, background noise at the dispatch location, radio interference from outside sources, and field personnel not speaking clearly or loudly enough. Maintains on-the-air radio discipline in accordance with local, state, and federal regulations. Answers questions for public safety personnel on the inquiry radio channel. Prepares written statements for case entries. Takes emergency medical phone calls by obtaining address and phone number, enters the case into the computer, and provides emergency first aid or cardiopulmonary resuscitation (CPR) instructions, if appropriate. Selects correct format for dispatching from twelve or more categories. Accesses the priority dispatch protocol system which is used to triage emergency medical service requests and supply pre-arrival instructions. Makes appropriate notifications and callouts for major incidents. Dispatches ground and air ambulances. Contacts other agencies, utilities, airport towers, the Public Information Officer, on-call investigators, numerous specialty teams, and rescue services such as the Red Cross depending on the type of incident.

Special Assignment (as a trainer): Develops and revises lesson plans, sections of training manuals, examinations, and training bulletins. Writes objective evaluations of employees in training considering both the need for documentation of progress and problems, and the effect of the choice of wording upon the self-confidence of trainees. Provides classroom instruction to other Fire Dispatchers/Trainees.

Manual/Physical: Enters information directly into a computer as it is being broadcast over the radio or obtained over the phone. Types at a minimum sustained rate of 35 net words per minute. Visually monitors unit status on a screen in order to maintain knowledge of the current status of field personnel and the calls assigned to them. Switches to manual operations when the Computer-Aided Dispatch (CAD) system is not working, including: determining beat/grid or plat/grid and entering on dispatch cards; maintaining a written log of status on all calls assigned; noting received, arrival, and clear times on dispatch cards for documentation purposes; and entering cases on the CAD system when it returns on-line. Records previously received information in writing, rapidly and accurately, while receiving new information. Operates a Computer Telephony Integration (CTI) system, base radios, computer terminals, and teletype equipment to receive and transmit information. Works while confined to a communications console area under conditions requiring close contact with other employees, often during stressful situations. Reads maps in order to give verbal directions on the phone to persons who are unfamiliar with the City. Detects distinct tones from a Telecommunications Device for the Deaf (TDD).

Mental: Evaluates incoming phone calls within the first few seconds of conversation as to whether it is an emergency or non-emergency and determines the priority. Decides which, and the number of, units

to dispatch by considering such factors as time of day, description and location of calls or incidents, units available, and probable degree of hazard to responding field personnel. Determines when status priority should be upgraded. Maintains an accurate status of all units. Decides when to restrict non-essential emergency traffic. Remembers details and procedures and applies them instantly in emergency situations. Makes sound decisions and quickly reacts positively under stressful conditions, which typically entail the life or well-being of a citizen or public safety member who is in danger. Interprets the Phoenix fire unit monitor screen. Understands and implements the dispatch protocols of other agencies.

Special Assignments: In the capacity of acting shift supervisor: determines the correct call outs of off-duty Fire and Medical personnel by assessing the seriousness of the situation within the constraints of procedures; handles complaints from public safety personnel and citizens; determines whether a radio or phone problem is significant enough to call in off-duty technicians; and makes tapes from the master recorder to serve as evidence. In the capacity of a trainer: closely monitors and continually assesses the reactions and activities of the employee in training in order to ascertain a proper response on the employee's part, and their capability; and intervenes as necessary to ensure field personnel and the public are provided the service needed.

Knowledge and Abilities:

Knowledge of:

Mesa Fire and Medical Department organization, procedures, services, and operating policies; operating procedures of the MRDC; local geography, including main streets and their hundred blocks, relative distance between streets, City boundary limits, sectors and beat areas, and fire response districts; the geography, equipment, and procedures of other jurisdictions that Mesa has contracted with to provide fire/emergency medical services dispatching; emergency medical dispatch procedures; mutual and automatic aide agreements with surrounding agencies; dispatch procedures for air ambulance companies; CAD formats and commands pertaining to the Fire Dispatcher; the Federal Communications Commission (FCC) rules and regulations pertaining to the operation of public safety, municipal government, and public utility radio communications services; basic telephone etiquette; and public relations techniques.

Ability to:

perform several tasks simultaneously; dispatch fire and emergency medical services; listen to incoming phone information, and assimilate spoken instructions or information from other dispatchers or a shift supervisor; scan the personal computer (PC) screen rapidly in order to select pertinent information; monitor fire alarm panels; shut out extraneous information from other radio channels and coworkers, while selectively listening to information recognized as crucial;

discriminate between four different command functions on the CAD system;
acquire mapping and global positioning competencies for the Automatic Vehicle Locator (AVL) function;
make appropriate notifications when local hospitals are full ("facility overload");
speak with a clear, well-modulated, and pleasant voice;
deal effectively with upset individuals in obtaining information;
handle negative comments and feedback from the public;
cope with emotionally tense situations;
remember details and make decisions under stressful conditions; and
establish and maintain effective working relationships with coworkers, supervisors, police and fire field personnel, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 8/23

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CS3940.DOCX (Full-time)

PAY GRADE: 47

CS4165 (Part-time)

PAY GRADE: 47

CS4320 (Part-time, Non-benefited) PAY GRADE: 47

EEO-A/S IND-8810

JOB FCTN-PUB SWORN-No

INCREMENTS 43-200