

FIRE ALARM DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for receiving requests from the public or public service agencies for fire, rescue, or emergency medical services, broadcasting orders to appropriate mobile radio units to respond and relay instructions or questions to and/or from mobile or remote units. Under the general supervision of the Senior Fire Alarm Dispatcher or Fire Alarm Superintendent in the City of Poughkeepsie this class operates two-way radios over several frequencies and ancillary communications equipment to respond to telephone requests for services by the public or public service agencies. Employees perform the dispatching function for volunteer and/or paid fire and rescue companies and for volunteer emergency medical services or ambulance corps. An employee in this class exercises independent judgment in light of standard operating procedures in reacting to situations which may involve danger to life and/or damage to property and require fire, rescue or emergency medical service. Work is performed under direct supervision until the dispatching function is learned, whereupon work is reviewed on an as needed basis through observation of performance and review of written or taped records by the Senior Fire Alarm Dispatcher or Fire Alarm Superintendent in the City of Poughkeepsie. Supervision is not a responsibility of this position. Employees work under stress and must be able to deal with the distraught public. Rotating shifts and days off are typical.

TYPICAL WORK ACTIVITIES:

1. Receives telephone calls from the public who request fire, rescue, or emergency medical services;
2. Questions caller to determine nature of service needed, location of emergency, or any other information which, in the judgment of the employee, is necessary in dispatching appropriate service(s) and personnel;
3. Dispatches fire, rescue, or emergency medical service, apparatus, and personnel, in accordance with complex pre-planned standard operating procedures and uses independent judgment in the application of standard operating procedures to each emergency situation;
4. Relays advice via radio to firefighters who, on an as needed basis during actual fires, request such advice regarding fire suppression;
5. Records in writing information such as time, location, unit, and message on a simple, continuing log for each communication; keeps a written record or tally of all units in and out of service at all times and makes written lists such as equipment use logs, telephone request logs, fire, rescue, and emergency medical service resources;
6. Relays emergency information to law enforcement, fire, rescue, emergency medical service, and utilities on an as needed basis by telephone or radio;
7. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the geography of the municipality and the location of fire facilities; working knowledge of fire prevention techniques and fire fighting procedures; working knowledge of first aid techniques; ability to control telephone communications with distraught, confused callers through calmly, carefully directed interrogation to obtain all pertinent information regarding the request for service; ability to transmit messages with good diction and a clear speaking voice; ability to use good judgment, tact and courtesy in talking with public and in responding to requests for fire, rescue, or emergency medical service; ability to read, speak and write English

FIRE ALARM DISPATCHER (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: (Cont'd):

fluently; ability to learn and apply public service codes and standard operating procedures; ability to operate two-way radio equipment; ability to follow oral and written instructions; ability to perform routine clerical tasks, such as making log entries, filing written records, and maintaining lists; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and:

- EITHER: (A) One year of full-time dispatch work experience in public safety dispatching*:
- OR: (B) Two years of active service in emergency service or public safety**:
- OR: (C) An equivalent combination of training and experience as indicated in (A) and (B) above.

*Public safety dispatching includes fire, law enforcement and emergency medical dispatching. It does not include transportation dispatching such as school buses, taxis, trucks, etc.

**Candidates qualifying under (B) with non-paid work experience must submit, on agency letterhead, a statement from the appropriate Chief or department head indicating candidate has been an active member in good standing of the emergency service operation for at least two years.

SPECIAL REQUIREMENTS:

Candidates may be required to meet certain physical standards for hearing and color vision. A screening test may be conducted prior to an offer of employment. Such testing shall be conducted only after a conditional offer of employment has been given to the candidate by the local agency seeking to employ such candidate. All candidates must be found physically able, with or without reasonable accommodations, to perform the essential job functions of a dispatcher. Candidates may be required to pay for the qualifying tests.

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