

## SENIOR FIRE ALARM DISPATCHER

### DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility as a shift supervisor over the work of Fire Alarm Dispatchers in the receiving of 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 Chief Fire Alarm Dispatcher, an employee in this class supervises and participates in the operating of two-way radios and ancillary communications equipment to order fire, rescue or emergency medical service units to respond to telephone requests. Employees supervise and participate in the performance of the dispatching functions 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 and is responsible and accountable for decisions including general occurrences not covered in manuals. An employee in this class typically receives supervision on an as needed basis through observation of performance and review of written or tape recorded records by the Chief Fire Alarm Dispatcher. Supervision is exercised over a shift of Fire Alarm Dispatchers. This class differs from Chief Fire Alarm Dispatcher because supervision is directed over a single shift rather than over the entire day-to-day activities. Employees work under stress and must be able to deal with the distraught public. Rotating shifts and days off are typical.

### TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by the lower level titles in this series.

1. Interprets and directs compliance with operating policy and procedure statements;
2. Supervises Fire Alarm Dispatchers on assigned shift, including training, performance appraisals, approval of benefit time, scheduling of shift coverage and authorization of overtime (in accordance with established departmental policy);
3. Makes decisions and assumes responsibility for any questions involving the dispatching of alarms;
4. Assigns operating positions to Fire Alarm Dispatchers on his/her assigned shift;
5. Maintains records of activities during assigned shift (including time and attendance records) and prepares regular and special reports of activities;
6. Approves press releases and responds to information requests by the press about incidents or dispatch center operations;
7. Coordinates multiple service responses by broadcasting orders to more than one service when necessary;
8. Conducts equipment testing at required intervals;
9. Reports all equipment malfunctions to supervisor or to emergency repair service;
10. Conducts tape reviews of control center operations and may operate voice-recording devices to play back unclear telephone messages or to reconstruct events of emergency for review purposes;
11. May do simple recorder maintenance such as replacing tapes or cleaning recording heads;
12. Does related work as required.

**SENIOR FIRE ALARM DISPATCHER** (Cont'd)

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of and ability to apply public service codes, standard operating procedures, and the operation of two-way radio equipment; good knowledge of the geography of roads, streets, and highways in the jurisdiction served; ability to learn and understand basic terminology related to modern fire protection and prevention methods; ability to learn and understand basic terminology related to modern first aid methods and vocabulary; ability to react quickly and calmly to emergency calls; ability to control telephone communications with distraught, confused callers through calm, 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 supervise Fire Alarm Dispatchers; ability to train Fire Alarm Dispatchers in procedural techniques to achieve maximum efficiency and speed; ability to read, speak and write English fluently; ability to follow oral and written instructions; ability to perform routine clerical tasks, such as making written log entries, filing written records, and maintaining lists; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

**Promotion:**

Three (3) years of permanent competitive class status as a Fire Alarm Dispatcher.

PS6211

ADOPTED: 04/86

REVISED: 05/26/87

12/15/89