



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827
(916) 228-3058 – Fax (916) 228-3079

DISPATCHER LATERAL LEVEL

JOB DESCRIPTION AND MINIMUM QUALIFICATIONS

Salary Range: \$22.60 - \$27.48 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 B 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 B should possess the following specific knowledge and abilities:

Knowledge of:

- Principles, practices, related to operating a modern fire service dispatching system;
- Fire service terminology and operations;
- Operations of the SRFECC's Computer Aided Dispatch system and support equipment; and
- Proper and safe use and maintenance of computer equipment, radio equipment, tools, devices and facilities.

Special Requirements:

- Typing proficient of 40 net words per minute;
- Regular attendance and timeliness;
- Work a minimum of forty (40) hours per week, during any work shift, including weekends and holidays;
- Be available to work overtime shifts on short notice;
- Possess a Class C Driver License and maintain throughout employment;
- Pass a background investigation; and
- Pass a physical and psychological examination that relate to job requirements.

Ability to:

- Operate the SRFECC's Computer Aided Dispatch System and support equipment, including, but not limited to telecommunications devices for the speaking or hearing impaired;
- Apply call interrogation, emergency medical dispatch and fire dispatching techniques and procedures;
- Apply rules, regulations, policies and procedures pertaining to fire and Emergency Medical system dispatching;
- Read small scale maps;
- Wear a radio/telephone headset while on duty;
- Read, understand, and apply a variety of call-taking and fire dispatching information and materials;
- Maintain an awareness of Sacramento County geography and landmarks;
- Understand and follow both oral and written instructions promptly and accurately;
- Communicate clearly and concisely in English, orally and in writing;

- Prioritize assigned projects and tasks to achieve desired goals in a timely manner;
- Reason and act decisively under stressful and/or emergency situations;
- Work independently with minimum supervision; and
- Establish and maintain effective working relationships with management personnel, employees, affiliated agencies and the general public.

ESSENTIAL JOB FUNCTIONS:

This classification description is not an exhaustive statement of duties, responsibilities and requirements. Incumbents are required to perform other job-related tasks/functions as assigned by their supervisor.

- Interrogate callers;
- Analyze information received from a caller and adopt an effective course of action;
- Give timely and accurate Emergency Medical Dispatch pre-arrival instruction(s);
- Review computer recommendations and select appropriate fire service resources to respond to an emergency;
- Coordinate radio traffic from field units;
- Act as a relay point between fire units in the field and allied agencies;
- Track availability/status of fire service resources, and act on requests from field units for additional resources;
- Accurately complete SRFECC forms and records;
- Attend SRFECC training activities;
- Participate in public education programs;
- Make presentations to schools, service clubs or other public gatherings on 9-1-1 education;
- Participate in SRFECC and affiliated agency drills;
- Maintain equipment;
- Perform minor repairs of equipment; and
- Perform routine housekeeping to maintain the SRFECC in a clean and neat condition.

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:

At the sole discretion of management, any equivalent combination of education/training and experience that provides the required skills, knowledge, and abilities may be considered qualifying. A typical way to obtain the knowledge and skills is:

Education/Training:

- High School Diploma or GED. College level or vocational courses in fire dispatching, fire technology or a related field.

Experience:

- At least two (2) consecutive years of experience in public safety dispatching with a similarly sized agency, which utilizes a CAD (computer aided dispatch system) performing all aspects of call interrogation, radio procedures, and Emergency Medical Dispatch. Public Safety includes fire department, law enforcement and/or ambulance.

NONDISCRIMINATION IN EMPLOYMENT

The SRFECC shall not unlawfully discriminate against employees or job applicants on the basis of sex, race, color, religious creed, national origin, ancestry, age, marital status, sexual orientation, physical or mental disability, status as a veteran or any other basis prohibited by federal, state or local law.

The SRFECC shall not discriminate against physically or mentally disabled persons who, with reasonable accommodation, can perform the essential functions of the job in question.