



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007
(916) 228-3058 – Fax (916) 228-3079

JOB ANNOUNCEMENT **Fire/EMS Dispatcher**

Entry Level A

About the Position

The position of Fire/EMS Dispatcher requires a dedicated professional who is enthusiastic about working with other professionals in the Sacramento Regional Fire/EMS Communications Center. SRFCECC is the 3rd largest fire dispatch center in the State of California and a California OES Fire/Rescue regional dispatch site. Under the general direction of the Shift Supervisor, the Dispatcher receives, properly interprets and relays information via telephone, radio and alarm systems; assists citizens with medical emergencies by instructing them, via telephone, on life saving procedures that can be performed prior to the arrival of trained medical personnel; analyzes and acts promptly to respond with assistance to emergency situations that are received; quickly and accurately utilizes a computer-aided dispatch system to initiate a response of necessary fire apparatus and personnel, ambulance, and other emergency assistance as needed to effectively handle emergency situations; utilizes a two-way radio system to communicate with field units; and maintains the status of all fire and medical apparatus and equipment within the system.

Salary Range: \$20.47- \$22.05 per hour for Level A – must promote to Level B within 1 year

Final Filing Date: Open Filing

Minimum Qualifications:

Educational Requirements:

- ◆ High School Diploma or GED certificate

Possession of:

- ◆ A valid Class C California Driver's License.
- ◆ A safe driving record.

- ◆ **A typing certificate indicating a typing speed of at least 40 words per minute, corrected, dated not more than 6 months prior to application submission, must be included with application. No on-line typing certificates accepted.**
- ◆ **(No Exceptions)**

For a current typing certificate you may contact: Sacramento Works Career Center (various locations), some temporary employment agencies like Appleone, Adecco, etc., your local adult education center, or look in the phone book under business services.

Ability to:

- ◆ Type 40 words per minute.
- ◆ Obtain a valid CPR certificate.
- ◆ Learn, apply and maintain current knowledge of departmental rules, regulations, policies and procedures as well as information pertaining to fire and EMS dispatch.
- ◆ Learn and apply call interrogation, emergency medical dispatch, and fire dispatch techniques and procedures.
- ◆ Learn and demonstrate mechanical aptitude as required, in the operation and maintenance of voice radio, computer and computerized equipment.
- ◆ Quickly analyze information received from callers and adopt an effective, appropriate course of action.
- ◆ Read, understand and apply a variety of call-taking and fire dispatch information and materials.
- ◆ Understand and follow both oral and written instructions promptly and accurately.
- ◆ Communicate effectively in the English language in both written and oral forms.
- ◆ Reason and act decisively under stressful and/or emergency situations.
- ◆ Perform routine building and grounds maintenance.

- ◆ Learn to operate and maintain 9-1-1 and business telephone equipment.
- ◆ Learn to operate and maintain OES mobile dispatch vehicles and equipment
- ◆ Establish and maintain effective work relationships with those contacted in the performance of required duties.
- ◆ Read and effectively interpret small-scale maps and information from a computer screen.
- ◆ Wear a telephone headset and be able to hear, distinguish and understand voices with fore and background noise present.
- ◆ Speak clearly in a well-understood voice, using good diction in the English language.
- ◆ Visually monitor multiple CRT screens simultaneously.
- ◆ Be independently mobile during limited staffing hours.
- ◆ Pick up and carry manuals, directories, etc. weighing up to 15 lbs.
- ◆ Sit or stand for extended periods of time.

Desirable Qualifications

- ◆ Knowledge of principles, practices and procedures of modern public safety dispatch.
- ◆ Knowledge of the general functions of fire departments and other public safety agencies.
- ◆ Knowledge of and use of the Incident Command System in identifying the duties and responsibilities of each position and lines of communications and authority.
- ◆ Knowledge of the location of major streets, highways, public places and landmarks within Sacramento County.

Work Hours

Persons hired from this recruitment will work a 3-day on-3 day off, 12-hour shift schedule. Specific workdays and hours may vary and will include working evenings, nights, weekends, holidays, some overtime, as well as rotating shifts.

Employee Benefits

Employees may choose from several excellent health insurance programs. Dental and vision insurance programs are also provided. Employer contribution covers most of the costs for these insurances. There is employer-paid PERS retirement. Employer pays for Accidental Death & Dismemberment and Life insurance policies for each employee. Long-Term Disability Insurance is covered by employee contribution. The Center also participates in the State Disability Insurance Program. Each employee accrues 126 hours of paid sick leave per year and between 25.5 and 37.5 days of combined vacation and holiday pay (dependant upon length of service). Each employee receives an annual uniform allowance. Purchase of uniforms is required upon successful completion of training.

Probation

Persons who are accepted in this position are placed in probationary status for 12 months. During these 12 months, probationary dispatchers are evaluated monthly and are subject to dismissal without notice or cause.

Selection Process

All applications will be screened. Candidates who meet minimum the qualifications will be tested. If there is a question regarding the applicant's qualifications, the Center will contact the applicant for additional details. If all portions of the application are not completed, *including attaching a typing speed certificate*, the application will not be considered. Those who successfully pass the hiring process will be placed on a list according to their scores, and may remain on the list for up to 1 year.

Examination Process

The examination may include, but is not limited to...

Role Playing Exercise
Practical Test
Drug Screening

Spelling Test
Psychological Testing
Health Screening Examination

Oral Interview
Written Language Tests
Background Investigation

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.

SRFEC 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