

**City of San Rafael
Job Class Specification**

Job Title: Fire Dispatcher

SUMMARY

Operates emergency dispatching equipment to communicate with the public and Fire Department personnel for the purpose of receiving, interpreting, and transmitting information essential to the delivery of emergency fire and medical services.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed while in other cases related duties may also be assigned.

- Operates Fire Department telephone and radio communication equipment to receive and transmit information essential to the delivery of emergency fire and medical services.
- Maintains radio logs and other related records.
- Assists in preparing, checking and indexing reports.
- Operates personal computers and related software.
- Provides information to the public. Receives and records complaints and directs them to appropriate personnel
- May assist in the training of others.
- Performs back-up telephone answering duties, including but not limited to assisting citizens and other visitors or callers, for secretarial staff.
- Performs related duties as required.

KNOWLEDGE OF:

- English, including spelling, grammar and punctuation.
- Maintenance of record keeping systems.
- Computer systems and related software.
- Fire Department Functions.
- City of San Rafael Streets.

ABILITY TO:

- Follow instructions accurately in dispatching personnel and equipment.
- Speak and think clearly and concisely in day-to-day operations as well as emergencies.
- Listen and ascertain relevant information quickly and accurately.
- Use automated systems.
- Understand and carry out complex verbal and written instructions.
- Deal tactfully and courteously with the public.
- Establish and maintain effective working relationships.
- Classify and prioritize service requests.
- Quickly search and find information from resource systems, manuals, maps and other documents.
- Meet Fire Department requirements for security clearance.
- Work weekends, holidays and 56-hour workweek.
- Spend entire shift at and within an assigned Fire Station.
- Sleep and use bathroom facilities at the Fire Station.

EDUCATION and/or EXPERIENCE:

Any combination of education and experience that demonstrates possession of the requisite knowledge, skill and abilities. A typical way to obtain these would be:

Graduation from high school and some previous emergency dispatching experience.

Emergency Dispatch Certified within two years of appointment.

Valid drivers license**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms; and taste or smell. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in evenings or on weekends and indoor conditions and regularly works near video display. The noise level in the work environment is usually moderate.

Prepared by: Nash & Co.
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