



City of Phoenix

FIRE EMERGENCY DISPATCHER

JOB CODE 01820

Effective Date: Rev. 09/06

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to operate Fire Computer-Aided Dispatching equipment to quickly and accurately receive and transmit information of an emergency nature for Phoenix and surrounding communities. Work involves evaluating incoming calls to determine the appropriate level of Fire/emergency medical service (EMS) assistance required, dispatching units, and transmitting information and messages upon request and/or according to established procedures. Employees are expected to demonstrate extensive communications skills and to exercise considerable judgment under pressure. Work is performed under the general direction of a Fire Communications Supervisor who is available for immediate consultation on any situation. Shift work is required.

ESSENTIAL FUNCTIONS:

- Operates a Fire Computer-Aided Dispatching console consisting of a multi-button telephone system, base radio, and computer terminal;
- Answers incoming calls and extracts necessary information from citizens;
- Evaluates incoming calls to determine the nature and urgency of the call;
- Dispatches the appropriate Fire/EMS unit(s);
- Keeps track of the status and location of all fire apparatus and fire investigators;
- Transmits messages and information to Fire/EMS units responding to calls;
- Provides emergency medical self-help to citizens while EMS units are en route;
- Contacts outside agencies and other City departments to coordinate aid (i.e., contacts utility companies to inform that wires are down or to arrange for electrical shut-offs, contacts the Water Services Department to arrange for water turn-off, contacts the Police Department for police assistance);
- Answers routine questions or refers calls to appropriate agencies on non-Fire/EMS inquiries;
- Consults supervisor on non-routine matters;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Required Knowledge, Skills and Abilities:

Knowledge of:



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- Emergency medical procedures.

Ability to:

- Communicate orally in the English language with the public or co-workers in face-to-face one-on-one settings or using a telephone.
- Remain calm and effective under heavy workloads and in emergency situations.
- Exercise good judgment in emergency situations.
- Determine priorities of emergencies.
- Obtain and act on information quickly and accurately in emergency situations.
- Perceive the full range of the color spectrum, such as working with electronically produced letters, numbers, and/or images on a computerized monitor.
- Work evenings, nights, weekends, and holidays to maintain 24-hour coverage of the emergency dispatch system.
- Understand and follow oral and written instructions in the English language.
- Work cooperatively with other City employees and the public.
- Comprehend and make inferences from written materials such as operations manuals.
- Learn job-related material through oral instruction and observation, and through structured lecture and reading to effectively perform job duties. This learning takes place in an on-the-job training setting, and in a classroom setting.
- Enter data or information into a terminal, PC, or other keyboard device to update information in the Fire Computer-Aided Dispatch system.
- Learn street locations, station locations, and geography of the areas served.
- Learn to operate communications equipment (multi-button telephones, base radios, and computer terminals).
- Learn Fire Department organization, policies, and operating procedures.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.
- Must be able to pass the Phoenix Fire Department Emergency Medical Dispatch program within 6 months of hire and maintain certification during employment.
- Must possess CPR certification at time of hire and maintain during employment.
- Must be able to successfully complete the Fire Communication Operator courses.

ACCEPTABLE EXPERIENCE AND TRAINING:



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One year of experience in public contact and clerical work including experience in general typing. Emergency Medical Technician training is desirable. Other combinations of experience and education that meet the minimum requirements may be substituted.