



City of Phoenix

FIRE COMMUNICATIONS SUPERVISOR

JOB CODE 01850

Effective Date: Rev. 09/06

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide first line supervision of the receiving and dispatching of requests for firefighting and emergency medical services to the community. Incumbents are responsible for training employees in proper telephone call procedures, and in the operation of Computer Aided Dispatch (C.A.D.) and related communications equipment. A Fire Communications Supervisor must be able to analyze situations quickly and respond with a reasonable course of action within established guidelines. Employees exercise considerable independent judgment. Direct supervision is exercised over the classifications of Fire Emergency Dispatchers, Emergency Dispatchers, and Lead Emergency Dispatchers. Work involves shift, weekend, and holiday work. Fire Communications Supervisors work under the general supervision of the Fire Communications Coordinator.

ESSENTIAL FUNCTIONS:

- Supervises employees involved in answering emergency calls and operating the Computer Aided Dispatch system and related communications equipment;
- Coordinates move-up coverage to ensure emergency response team coverage throughout the service area;
- Instructs operators in proper dispatch procedures;
- Resolves problems involved in the day-to-day operation of the fire communications system;
- Informs City and Fire administrators of significant incidents;
- Monitors live emergency calls to determine compliance with operations standards and to perform critiques;
- Attends in-service training classes to upgrade emergency medical knowledge in order to maintain required certification;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Fire Department Standard Company operations.



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- Fire communications system and equipment.
- Computer operations.
- Emergency medical procedures.
- Phoenix and surrounding area street system and geographical layout.
- Communications dispatching procedures and terminology.

Skill in:

- The use of base radio equipment.
- The use of the Computer Aided Dispatch System.

Ability to:

- Perform a broad range of supervisory responsibilities over others.
- Understand and follow written and oral instructions in the English language.
- Communicate orally with co-worker and the public in the English language in face-to-face one-on-one settings or using a telephone.
- Comprehend and make inferences from written materials such as communication operations manuals.
- Remain calm and effective under heavy workloads and in emergency situations.
- Exercise good judgment in emergency situations.
- Obtain and act on information quickly and accurately in emergency situations.
- Enter data or information into a terminal, PC or other keyboard device to update the Computer Aided Dispatch System.
- 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 obtain at time of employment, and maintain the Fire Department's Emergency Medical Dispatch certification.

ACCEPTABLE EXPERIENCE AND TRAINING:

Three years of experience in public safety dispatching and/or working in a position which required State certification as an Emergency Medical Technician. Other combinations of experience and education that meet the minimum requirements may be substituted.