CLASS TITLE: **Fire Communications Operator I**

CHARACTERISTICS OF THE CLASS: Under supervision, receives, processes and relays calls for fire suppression services or emergency medical services; and performs related duties as required.

ESSENTIAL DUTIES: Receives emergency 9-1-1 calls from persons reporting fires or requesting emergency medical services; operates a two-screen computer console connected to a computer-aided dispatch system and telephone equipment to receive and process 9-1-1 calls; obtains pertinent information from callers to determine location and extent of fire including conditions at the incident scene and if hazardous materials are present; obtains pertinent information from callers requesting emergency medical services and uses a triage computer screen to determine whether requests are of an emergency and life threatening nature; makes determination based on information provided and informs callers whether an ambulance will be dispatched; assigns priority codes and provides pre-arrival instructions to callers awaiting emergency medical services; relays emergency request information to Fire Communications Operators II for dispatching; records reported interruptions to water, telephone and utility services, and traffic flow problems and relays information to dispatch personnel.

RELATED DUTIES: Notifies appropriate officials of Fire Department emergency incidents; answers non-emergency calls regarding requests for information such as locations of fire houses or reporting of potential fire hazards; notifies public utilities of services required by the Fire Department at scenes of emergency.

MINIMUM QUALIFICATIONS:

Training and Experience. High school graduation or GED certification. Current certification as an Emergency Medical Technician/B (EMT/B). As of the date of application, candidates must have reached their twentieth birthday. Must be able to type a minimum of twenty-five words per minute.

Knowledge, Abilities and Skill. Good knowledge of emergency medical procedures and practices. Good knowledge of geographical locations within the City. Knowledge of fire suppression operations and fire and emergency medical dispatching procedures. Knowledge of radio, telephone and computer-aided dispatch communications systems and their operation.

CLASS TITLE: **Fire Communications Operator I (cont'd)**

Ability to communicate effectively in emergency situations. Ability to calm callers and solicit information quickly. Ability to operate a two-screen computer console linked to a computer-
aided dispatch communications system. Ability to work under stressful situations.

Good oral and written communication skills. Good typing skills. Skill in the use of computer-aided dispatch communications equipment. Skill in providing callers with basic emergency medical advice prior to paramedics' arrival.

**Working Conditions.** Police and Fire Emergency Communications Facility.

**Equipment.** Must wear a headset. Computer-aided dispatch communications equipment including a two screen computer console with interactive mapping display, touch-screen telephone, instant recall recording devices, and TTY communications equipment for the hearing impaired.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

May, 1996

Minimum Qualifications Revised July, 1998