



Code: 8605
Family: Public Safety
Service: Public Safety
Group: Fire Service
Series: Emergency Communications

CLASS TITLE: FIRE COMMUNICATIONS OPERATOR I

CHARACTERISTICS OF THE CLASS

Under supervision, the class functions as call takers within the Office of Emergency Management and Communications (OEMC), working a fixed shift processing and relaying 9-1-1 calls for fire suppression or emergency medical services (EMS), 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 (CAD) 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 requests information to Fire Communications Operator II for dispatching
- Records reported interruptions to water, telephone and utility services, and traffic flow problems and relays information to dispatch personnel
- Notifies appropriate officials of Fire Department emergency incidents, as required
- Answers non-emergency calls regarding requests for information such as locations of fire houses or reporting of potential fire hazards, as required
- Notifies public utilities of services required by the Fire Department at scenes of emergencies, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- High school graduation or GED certification

Licensure, Certification, or Other Qualifications

- Must currently possess and maintain an Emergency Medical Technician (EMT) and/or EMT Paramedic certification
- As of the date of application, candidates must have reached their twentieth birthday
- Must be able to type a minimum of twenty-five (25) words per minute
- Must be able to obtain and maintain an Emergency Medical Dispatch (EMD) certification within three (3) months of hire

WORKING CONDITIONS

- General office environment
- 9-1-1 emergency communications environment

EQUIPMENT

- Standard office equipment (e.g., phone, printer, copier)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Computer-aided dispatcher system (e.g., headset, two-screen computer console with interactive mapping display, touch-screen telephone and radio controllers, instant recall recording devices, TTY communications equipment for the hearing impaired)
- One way radio

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Knowledge of:

- *emergency medical procedures and practices
- emergency management response planning, notification procedures, and protocols
- protocols for receiving and conducting triage for 9-1-1 calls for emergency medical services
- City street grid system and geographical locations of fire houses
- radio, telephone, and computer-aided dispatch communications systems and their operation

Knowledge of applicable City and department policies, procedures, rules and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand

- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- CONCENTRATE - Concentrate on a task over a period of time without being distracted
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- ORGANIZE INFORMATION - Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- SELF CONTROL – Maintain composure, keep emotions in check even in very difficult situations, control anger, and avoid aggressive behavior
- STRESS TOLERANCE – Accept criticism and deal calmly and effectively with high stress situations

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
January, 2014; February, 2025