



**Code: 8606**  
Family: Public Safety  
Service: Public Safety  
Group: Fire Service  
Series: Emergency Communications

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## **CLASS TITLE: FIRE COMMUNICATIONS OPERATOR II**

### **CHARACTERISTICS OF THE CLASS**

Under supervision, the class functions as dispatchers within the Office of Emergency Management and Communications (OEMC), working a fixed shift responding to 9-1-1 emergency calls and dispatching of fire suppression and rescue and emergency medical services (EMS) units to reported incidents of fire or medical emergencies, and performs related duties as required

### **ESSENTIAL DUTIES**

- Dispatches fire and ambulance companies to reported incidents of fire or medical emergencies using a three-screen fire dispatch console
- Reviews fire apparatus and personnel response recommendations generated by computer-aided dispatch system (CAD)
- Determines if computer generated recommended responses are appropriate for reported incidents and initiates dispatch instructions
- Dispatches additional fire companies as required during extra alarm fires to provide adequate levels of support at the scene
- Monitors the status of incidents via radio communications to ensure dispatched fire companies and emergency medical units arrive at the scene and to relay requests for additional support
- Operates radio and mobile data computer (MDC) equipment to communicate with fire and emergency medical service personnel in the field
- Apprises supervisor of any significant or unusual fire incidents or emergency medical services field activities during and assigned shift change
- Performs routine testing of communication equipment and electrical circuits to ensure proper operation of fire communication systems, as required
- Assists in trouble shooting fire communication lines and circuits, as required
- May answer emergency 9-1-1 calls from persons reporting fires and requesting fire suppression and rescue, or emergency medical services

**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**

- One (1) year experience as a Fire Communications Operator I with the City of Chicago

#### **Licensure, Certification, or Other Qualifications**

- Current certification as an Emergency Medical Technician/B (EMT/B) and an Emergency Medical Dispatcher (EMD)
- Must be able to type a minimum of twenty-five (25) words per minute

### **WORKING CONDITIONS**

- General office environment

- 9-1-1 emergency communications environment

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- 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)
- Two way radio

**PHYSICAL REQUIREMENTS**

- No specific requirements

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Moderate knowledge of:

- \*emergency management response planning, notification procedures, and protocols
- \*protocols for conducting triage for 9-1-1 calls for emergency medical services
- \*protocols for dispatching fire suppression and emergency medical services resources
- \*City street grid system and geographical location of fire houses
- \*applicable computer equipment and software
- \*radio, telephone, and computer-aided dispatch communications systems and their operation
- \*methods, practices, and terminology used in dispatch communications in real time response situations

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

Other knowledge as required for successful performance in the Fire Communications Operator I class

**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

Other skills as required for successful performance in the Fire Communications Operator I class

**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 abilities as required for successful performance in the Fire Communications Operator I class

#### **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

Other characteristics as required for successful performance in the Fire Communications Operator I class

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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.

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City of Chicago  
Department of Human Resources  
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