CLASS TITLE: SUPERVISING FIRE COMMUNICATIONS OPERATOR

CHARACTERISTICS OF THE CLASS

Under general supervision, functions as a first line supervisor on an assigned shift, directly supervising Fire Communications Operator I (call takers) and Fire Communications Operator II (dispatchers) engaged in responding to 9-1-1 emergency calls and performing emergency dispatching functions, and performs related duties as required

ESSENTIAL DUTIES

- Supervises staff and oversees work activities, ensuring appropriate protocols are followed in the intake and processing of 9-1-1- emergency calls and the dispatching of fire suppression and rescue and emergency medical services (EMS) field units to reported incidents of fire or medical emergencies

- Reviews daily manpower reports and re-calls personnel as needed to maintain proper staffing levels during assigned shift

- Operates a computer-aided dispatch console to monitor group and individual workloads and response times in order to assess the efficiency of work operations; listens to real time call taking and dispatch communications to assess and evaluate quality of services provided

- Monitors incidents requiring large scale fire suppression or EMS response, reviewing the deployment of fire and EMS field units and coordinating with Fire Department personnel for the dispatching of additional equipment and personnel as required

- Works with staff in the proper testing and troubleshooting of communication equipment, lines, and electrical circuits (e.g., signal lines for connectivity of fireboxes city-wide)

- Provides on-going training to staff on call taking and dispatch procedures and the use and operation of emergency communications and dispatch equipment

- Schedules unit staff for required course work to renew and maintain required certifications

- Investigates complaints regarding response and level of service provided by staff and provides recommendations to address complaints or resolve problems

- Ensures proper notification of management personnel of critical incidents and emergencies

- Oversees and monitors Fire Communications Operators implementing emergency plans in response to critical or emergency situations, hazardous weather conditions or disasters

- Prepares performance evaluations for subordinate staff; participates in pre-disciplinary and disciplinary meetings; implements and enforces progressive discipline actions; prepares work activity reports; and performs related supervisory duties

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

- Three (3) years of experience as a Fire Communications Operator II with the City of Chicago

Licensure, Certification, or Other Qualifications

- Must currently possess and maintain an Emergency Medical Technician (EMT) and/or EMT Paramedic certification
- Must currently possess and maintain an Emergency Medical Dispatch (EMD) certification

WORKING CONDITIONS

- General office environment
- 9-1-1 emergency communications environment
- Must be able to work rotating shifts

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)
- Two-way radio

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- *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
- *emergency management response planning, notification procedures, and protocols
- *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:

- * fire suppression and emergency medical services operations
- *operation and management of a communication management center
- *supervisory methods, practices, and procedures

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

Other knowledge as required for successful performance in the Fire Communications Operator II 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
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job

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

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- 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

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

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, 2022; February, 2025