



Code: 8609
Family: Public Safety
Service: Public Safety
Group: Fire Service
Series: Emergency Communications

CLASS TITLE: COORDINATING FIRE COMMUNICATIONS OPERATOR

CHARACTERISTICS OF THE CLASS

Under general supervision, functions as a second level supervisor, managing and coordinating the fire and emergency medical dispatching 9-1-1 operations of the Office of Emergency Management and Communication, and performs related duties as required

ESSENTIAL DUTIES

- Manages a staff of fire communications personnel working rotating shifts, directing and overseeing staff and monitoring call taking and dispatching activities to ensure effective and efficient work operations
- Prepares staff work schedules for fire communications personnel maintaining accurate rotation of staff and ensuring proper staffing on all shifts; ensures daily minimum staffing requirements are maintained on each shift
- Monitors the operating efficiency of the computer-aided dispatch (CAD) system and related equipment and ensures the timely resolution of technical problems; coordinates emergency transition to manual operations in response to down computer systems
- Oversees and ensures 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 dispatch procedures and the use and operation of emergency communications and dispatch equipment
- Maintains control and ensures the security of recording tapes for 9-1-1 fire calls; ensures proper notification of management personnel of critical incidents and emergencies
- Schedules unit staff for required course work to renew and maintain certification as Emergency Medical Technician/B (EMT/B) and Emergency Medical Dispatch (EMD)
- Investigates complaints regarding response and level of service provided by staff and initiates appropriate actions to address complaints or resolve problems
- Coordinates work efforts with management team in implementing emergency plans in response to critical or emergency situations, hazardous weather conditions, or disasters
- Prepares performance evaluations for supervisory staff; participates in pre-disciplinary and disciplinary meetings; and implements and enforces progressive discipline actions
- Coordinates the furlough selection process; approves time off requests; and oversees related personnel actions
- Prepares various management work reports relating to efficiency of operations and quality of services provided by call takers and dispatchers

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

- Two years of experience as a Supervising Fire Communications Operator in emergency communications operations requiring the use of computer-aided dispatch equipment

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Licensure, Certification, or Other Qualifications

- Current certification as an Emergency Medical Technician/B (EMT/B) and an Emergency Medical Dispatcher (EMD)

WORKING CONDITIONS

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

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**

Comprehensive 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

Advanced knowledge of:

- *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

Considerable 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 Supervising Fire Communications Operator 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 MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

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

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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 Supervising Fire Communications Operator 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

August, 2012
Minimum Qualifications updated: September, 2021