



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

911 Emergency Dispatcher

JOB DESCRIPTION AND MINIMUM QUALIFICATIONS

Hourly Range: \$27.02-\$39.91

POSITION SUMMARY:

This is a non-exempt position under the guidelines of the Fair Labor Standards Act (FLSA) and is represented by the employee bargaining unit. Under the guidance of the Dispatch Supervisor, the Dispatcher I controls incoming emergency and non-emergency response requests from the public, gives timely and accurate Emergency Medical Dispatch pre-arrival instruction, selects appropriate fire service resources to respond to an emergency, and coordinates radio traffic from field units providing additional resources as requested.

Dispatcher I is the entry-level position for persons entering this career with no previous public safety dispatching experience. The pay range for Dispatcher I is \$27.02 - \$32.84. Advancement to Dispatcher II is required within two years of employment. The pay range for Dispatcher II is \$34.47 - \$39.91. Failure to advance to Dispatcher II can result in termination of employment.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

The Dispatcher I should possess the following specific knowledge and abilities:

Knowledge of:

- Principles, practices, and procedures of modern fire service dispatching
- Proper and safe use and maintenance of computer equipment, radio equipment, tools, devices, and facilities
- The Incident Command System (ICS) and/or the Standard Emergency Management System (SEMS)

Skills in:

- Applying agency rules, regulations, policies, and procedures pertaining to fire and EMS dispatching
- Applying call interrogation, emergency medical dispatch, and fire dispatching techniques and procedures
- Typing proficiency of 40 words per minute, net
- Demonstrating mechanical aptitude as required in the operation of radio, computer and telecommunications equipment
- Analyzing information received from a caller and adopting an effective course of action



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Ability to:

- Establish and maintain harmonious and effective working relationships
- Work well with other people in a team concept environment
- Speak English clearly and succinctly in a well-understood voice, using good diction
- Read small-scale maps
- Wear a radio/telephone headset while on duty
- Work a minimum of a 40-hour week which may include any work shift, weekends, and holidays
- Be available for overtime shifts on short notice
- Read, understand & apply a variety of call-taking and fire-dispatching information and materials
- Understand and follow both oral and written instructions promptly and accurately
- Communicate effectively in both oral and written forms
- Reason and act decisively under stressful and/or emergency situations
- Pass a background investigation and physical exam that relates to the job requirements

ESSENTIAL JOB FUNCTIONS:

The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge and skills typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements.

- Interrogates callers and interprets information via telephone
- Reviews computer recommendations and makes decisions on level of fire service resources to commit to an incident
- Acts as a relay point between fire units in the field and allied agencies
- Tracks availability/status of fire service resources and acts on requests from field units for additional resources
- Operates the Center's computer aided dispatch system, 9-1-1 telephone, two-way radio systems, including telecommunications devices for the speaking or hearing challenged
- Furnishes Emergency Medical Dispatch pre-arrival protocols by telephone
- Accepts responsibility for accuracy in completion of department forms and records
- Follows policy in sending/receiving agency related information via telephone and computer
- Attends Center training activities
- Participates in public education programs
- Makes presentations to schools, service clubs, or other public gatherings on 9-1-1 education
- Promotes 9-1-1 education on an on-going basis as directed
- Participates in Member and Contract agency drills



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- Participates in maintenance of equipment; performs minor repairs on equipment
- Maintains an awareness of Sacramento County geography and landmarks
- Maintains a harmonious relationship with all Center personnel, participating fire districts, all other organizations, and the community at large
- Performs routine housekeeping to maintain the Center in a clean and neat condition
- Accepts and completes all staff assignments and/or special projects as directed by the Dispatch Supervisor
- Performs related duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload

EDUCATION AND EXPERIENCE:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying.

Age:

- Must be at least eighteen (18) years of age.

Education/Training:

- Possess a high school diploma or equivalent GED certificate.

Experience:

- No experience is required.

DISCLAIMER

This classification is not an exhaustive statement of duties, responsibilities and requirements. Employees are required to perform other job-related tasks/functions as assigned by their supervisor.

NONDISCRIMINATION IN EMPLOYMENT

The SRFECC shall not unlawfully discriminate against employees or job applicants on the basis of sex, race, color, religious creed, national origin, ancestry, age, marital status, sexual orientation, physical or mental disability, status as a veteran or any other basis prohibited by federal, state or local law.

The SRFECC shall not discriminate against physically or mentally disabled persons who, with reasonable accommodation, can perform the essential functions of the job in question.