

City of Mission Job Description

Job Title: **Dispatcher**



Classification: **Non-Exempt**

Department: Fire

Division: Fire Suppression

Supervisor: Deputy Fire Chief

Effective: 11/29/2021

I. JOB SUMMARY

This individual is responsible for operating the fire communication system. Receives calls from public concerning fire and emergency medical services. Provides emergency medical information in response to medical emergencies. Conveys requests to fire department units for immediate assistance. Maintains and monitors constant status information on all fire department units. Records calls which are received through 911 emergency system. Communicates to distressed callers and obtains information on the emergency system. Coordinates all police, fire, ambulance, and other emergency requests and relays information to unit concerned. Transmits and receives messages between divisions of own agency and other fire departments. Most job duties performed on demand, with multiple simultaneous task demands probable. This position has no supervisory responsibilities. Individual will be performing other duties assigned by the department head/supervisor when needed.

II. EDUCATION REQUIREMENTS

- High school diploma or G.E.D required.
- One (1) year experience in dispatching preferred.
- Emergency Medical Dispatcher (EMR) certification preferred.
 - Must be able to pass the EMR program within 6 months of hire and maintain certification during employment.
 - Must be CPR certified with 6 months of hire and maintain certification during employment.
- Must be able to type 45 words per minute.
- Working knowledge and experience of fire, EMS and/or police communication systems and procedures.
- Must be bilingual.
- Must be computer literate.

III. EMPLOYMENT REQUIREMENTS

- Applicant will be subject to a complete background investigation. Incomplete, inaccurate and/or failure to report information will cause the applicant rejection from consideration.
- Applicant must take and pass a drug, physical, and pre-placement screening administered by the City of Mission doctor at the City's expense.
- Must have a current valid class "C" driver license from the department of Public Safety with no more than two (2) moving traffic violations within the past two (2) years.

Job Title: **Dispatcher**



con't – page 2

IV. SKILL AND ABILITY REQUIREMENTS

- Ability to establish and maintain effective working relationship with general public, supervisor, and co-workers.
- Ability to work effectively and efficiently independent of constant supervision.
- Ability to perform well in stressful situations.
- Ability to deal effectively with people, management, and co-workers.
- Ability to learn radio communication systems and procedures.
- Ability to make decisions based on personal judgment.
- Ability to prioritize emergency by threat to life and/or property.
- Ability to hear sufficiently to communicate over a 2-way communication system.
- Ability to follow a firm work schedule as directed by supervisor.
- Ability to deal with public relation issues and various types of citizen inquiries tactfully, courteously, and in a business matter.
- Ability to follow instructions orally or in written form and perform tasks with little or no supervision.
- Ability to perform work that is routine and detailed.
- Ability to speak and write clearly and accurately.
- Ability to perform a wide variety of different types of tasks without the variety itself causing a loss of efficiency.
- Ability to make decisions based on available data/criteria, laws and regulations, or city policy.
- Ability to communicate verbally and effectively in English and/or Spanish.
- Ability to read and interpret documents such as safety rules and city policy procedures.

V. EQUIPMENT/MATERIALS

General office and safety equipment/materials to include but not limited to the following:

- Computer, Monitor, Keyboard, Mouse
- Copy/Fax Machine, Telephones
- 2-way radio communication system. 911 emergency system
- City policy manual
- City vehicle

VI. ESSENTIAL JOB FUNCTIONS

- Monitor multiple radio frequencies simultaneously and maintain unit status information on all units assigned to these frequencies.

Job Title: **Dispatcher**



con't – page 3

- Answers telephone in a clear and concise manner and obtains needed information on each emergency call to relay orders to fire radio units.
- Comply with department directives, policies, general orders, special orders and department and City of Mission rules and regulations.
- Records calls and complaints received.
- Operates fire communication system.
- Coordinates all fire, police, ambulance and other emergency requests. Relays information to radio unit.
- Transmits and receives messages between divisions of own agency and other fire departments.
- Communicates with the public in stressful situations.
- Files forms and reports as directed.
- Speak clearly and hear well enough to communicate appropriately to other persons over a communications system or in person.
- Input information into reporting software or other department software.
- Copy forms and reports utilizing office equipment.
- Process information and documents in a confidential manner in accordance with department policy.
- Receive public, answer questions as appropriate, and direct to appropriate destination.
- Perform job with special attention to good public relations, safety, and proper office procedures to be in compliance with department policy.
- Monitors and makes appropriate notification of activities requiring Emergency Management intervention.
- Works according to schedule requirements including verifying shifts, day off, and call-out demands. Insures that workstation is continuously manned and leaves workstation only when the workload and relief availability allows.
- Responsible for communicating with city department head in the event of a natural disaster or emergency to ensure that all agencies involved are kept up to date on incoming information.
- Responsible for attending all training required by the Deputy Chief and pass all aspects of tests provided.
- Provides training and assistance for incoming trainees, monitors their work product on a daily basis.
- Performs any assignment as assigned or directed by the department head/supervisor.

VII. NON-ESSENTIAL JOB FUNCTIONS

- None

Job Title: **Dispatcher**

con't – page 4

VIII. WORK ENVIRONMENT

The individual works indoors in a well-lighted, air-conditioned office. Working hours are based on alternating shifts of 8 hours at 5 days a week. Emotional stresses are present due to dealing with the public in emergency situations.

	None	Amount of Time		
		Under 1/3	1/3 to 2/3	Over 2/3
Wet humid conditions (none-weather)	X			
Work near moving mechanical parts			X	
Work in high, precarious places	X			
Extreme cold (none-weather)	X			
Extreme heat (none-weather)	X			
Out door weather conditions	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Risk of electrical shock			X	
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

IX. MANUAL DEXTERITY

Gross and fine hand manipulation is required to post data in computer and type and write reports and answer 911 communication system.

Job Title: **Dispatcher**

con't – page 5

X. PHYSICAL DEMAND ANALYSIS**MATERIAL HANDLING ACTIVITIES**

PUSH/PULLING	Up to 5 lbs		
	6-10 lbs		
	11-20 lbs	F	Move chair from one work station to another
	21-25 lbs		
	26-50 lbs	O	Pelican cases with cache of portable radios, & drone equipment.
	51-75 lbs		
	76-100 lbs		
	Over 100 lbs		

N-Never O-Occasional 1-33% F-Frequent 34-66% C-Constant 67-100%

Job Title: **Dispatcher**

con't – page 6

NON-MATERIAL HANDLING ACTIVITIES

Task	Frequency	Performance
CLIMBING	O	Use step ladder to clean furniture, & computer monitors
BALANCING	C	Telephone, books, files, binders, folders, pens, pencils, paper, staplers, and stapler remover
STOOPING (bending at waist)	F	Open file drawers to retrieve files below waist level.
KNEELING (one or both knees)	O	Retrieve things that fall on the floor and from lower filing cabinets
CROUCHING (bending at hips/knees)	F	Filing and lifting boxes open file drawer and bottom section. Removing a box from floor area or empty boxes of computer paper and stacking them.
CRAWLING	O	Under the desk to get pens or city map or to connect mouse, tower, computer monitor.
REACHING	C	Reach to answer phone, open drawers and retrieves files and document, partial to full arm extension.
TWISTING/TURNING	C	180 degrees at waist level to access printer, retrieve files, material, office supplies, sitting at desk within work stations.
HANDLING (manipulated objects)	C	Files, telephone, pens, pencils, computer mouse, printer, ink cartridges, fax machine, TOD machine, manuals, radio, head set.
FINGERING (finger dexterity)	C	Typing, computer keyboard, entering calls for service, requesting data, hand writing messages and notes, filing, faxing, using stapler and tape dispenser.
STANDING	C	Making copies, filing, faxing documents, opening file drawer, pickup & deliver documents, retrieve manuals.
WALKING	F	Retrieve papers within the department, filing data entry walking to meeting and administrative office.
GRASPING	C	Office supplies, files, binders, head set, computer mouse, tape dispenser, file boxes, books, telephone
VISION	C	Monitors video/camera, monitors alarm monitors, monitors 911 monitors and radio monitors.
SITTING	C	Sitting during schedule work day watching monitors, answering phone calls and answering radios.

City of Mission Job Description

Job Title: **Dispatcher**



con't – page 7

I, _____ understand the physical demands, work environment factors and mental functions of this job. I can fulfill the essential functions of this position as described in this job description.

Employee Signature

Date