

FIRE COMMUNICATIONS OPERATOR LATERAL TRANSFER

OPEN EXAMINATION – 12 MONTH PROBATIONARY PERIOD

CANDIDATES WILL BE REQUIRED TO WORK ON ROTATING SHIFTS, INCLUDING NIGHT HOURS, WEEKENDS AND HOLIDAYS. THE SHIFT CONSISTS OF TWO DAY-TIME SHIFTS, FOLLOWED BY TWO NIGHT-TIME SHIFTS, WITH FOUR DAYS OFF. OVERTIME IS REQUIRED TO ENSURE OPERATIONAL STABILITY OF THE COMMUNICATIONS CENTER.

SALARY: \$3,617 to \$4,728 per month (Salary includes 7% PERS contribution which is deducted from the listed salary for employee's retirement benefits.)

FILING PERIOD: Open/Continuous Examination. Recruitment may close at any time.

THE POSITION: Under general supervision, performs the full range of radio-telephone operational duties in the dispatch of public safety personnel and equipment and specialized operational duties. **Essential functions of the job include, but are not limited to, the following:** Receives, identifies and accurately evaluates emergency and routine calls for fire and paramedic services, providing pre-arrival EMS instructions and life saving directions over the telephone, refers calls to other agencies and makes required notifications as appropriate. Maintains status of all equipment, personnel and apparatus within system as to location and availability, ensuring optimum coverage is achieved throughout the system. Determines appropriate personnel, apparatus and equipment to be dispatched using radio and/or computerized systems. Relays, follows, repeats and remembers moderately complex oral and written instruction, information and directions. Develops speed and accuracy in performing job duties & responsibilities, including operating radio consoles, computer terminals and associated communications equipment, performing troubleshooting techniques and minor maintenance as required. Works with geography/street files and reads maps, manuals, notebooks, memorandums, policies & procedures and posted information. Monitors appropriate police and fire agencies' emergency radio systems. Monitors facility security and various alarm systems. Performs research and clerical work related to assigned tasks, projects and reports. May train others to perform essential duties. Performs needed cleaning and maintenance duties to center facilities and other related work as assigned.

BENEFITS

Compressed 12-hour day work schedule; Uniform allowance of \$580.00 annually; Annual vacations range from 80 to 160 hours; 24-hours of annual holiday leave with remainder of 106 total hours paid monthly at straight time; Sick leave accumulation at the rate of 8 hours per month; Health and dental insurance plan choices; and California Public Employees' Retirement System two percent (2%) at 55 formula. Extra pay of \$80.00 per month for employees that qualify as foreign language interpreters and 50% college tuition/books reimbursement.

MINIMUM REQUIREMENTS

Knowledge, Skills, Abilities

Ability to learn automated and manual telephone, radio, computer and other systems.
Ability to learn fire equipment and resources capabilities and develop strategy for various types of fire and rescue emergencies.
Ability to learn and apply practices, policies & procedures, including mutual, automatic, and initial action aid agreements.
Ability to read and comprehend street maps, learn and retain a workable knowledge of cities, roadways, major building and geography of system and surrounding jurisdictions.
Ability to simultaneously touch type at a speed of 30 wpm. while conversing on telephone and/or radio.
Ability to hear multiple normal level conversations simultaneously, distinguishing between voices and sources to ascertain relevant information quickly and accurately.
Ability to understand, retain, repeat and carry out simple and complex oral and written instructions.
Ability to react quickly, efficiently and calmly in emergencies and stressful situations.
Ability to speak and enunciate clearly, distinctly and correctly with good modulation.
Ability to read, write and comprehend directions in English, using proper grammar and spelling.
Ability to make routine decisions in accordance with established policies, procedures, regulations and ordinances.
Ability to consistently exercise good judgment and reasoning.
Ability and willingness to work tactfully, courteously and effectively with the public and with other employees.
Ability and willingness to work with or without close supervision.
Ability and willingness to work rotating shifts, including nights, weekends and holidays, and respond to emergency recall.
Ability and willingness to work in a confined, low light environment for extended periods of time while seated.
Ability and willingness to participate in an extensive, comprehensive on-the-job training program to develop necessary skills to meet standards of performance for the classification by the end of the probationary period.

OTHER CHARACTERISTICS

Willingness to work rotating shifts, including nights, weekends and holidays.
Willingness to attend training classes in communications and Fire Department procedures.
Willingness to actively participate in an extensive, comprehensive on the job training program.
Willingness to wear uniforms, headsets and work overtime as requested or in emergencies.
Willingness to assume responsibility for maintaining a safe working environment.
Bilingual skills in languages spoken in the community highly desirable.

EXPERIENCE

Two years recent experience in a Computer Aided Dispatch (CAD) fire communications center as call taker and radio operator.

EDUCATION/TRAINING

Graduation from high school or attainment of GED or CHSPE certificate. Completion of some college course work highly desirable.

LICENSE

Valid California Class C driver's license is required.
Possession of a valid cardiopulmonary resuscitation (CPR) card within 60 days of employment.

SPECIAL CONDITIONS

Smoking is not permitted inside fire facilities or vehicles or while in uniform.
Requires wearing uniforms, headsets and working in a closely situated work area.

SELECTION PROCESS

The examination will consist of an evaluation – qualifying; typing test (30 WPM) – pass/fail; and/or an oral worth 100%. All applications, resumes and submitted reference materials will be reviewed and evaluated and only the best-qualified candidates based on applicable experience will be invited to the oral examination. Any evaluation will be based on the candidate's education and experience as related to the position. Any examination will be to evaluate the candidate's experience, education, training, personal fitness and inter-personal skills necessary for the position. The City of Glendale reserves the right to modify the above-stated examination components and/or weights. Should this be necessary, the candidates will be notified of the specific examination components prior to the administration of any examination. The provisions of this bulletin do not constitute an express or implied contract. In compliance with the Immigration and Control Act of 1986, the City of Glendale requires that all new employees provide documentation to establish both work authorization and identity. TIME AND PLACE OF THE EXAMINATION WILL BE ANNOUNCED.

APPLICANTS WILL BE REQUIRED TO PASS A PRE-PLACEMENT MEDICAL EXAMINATION AND EXTENSIVE BACKGROUND INVESTIGATION PRIOR TO APPOINTMENT.

FCO/LATERAL

Date Posted: 12/6/04

Bulletin #