

**Fire Communications Dispatcher  
Orange County (Irvine, S. Calif.) Fire Authority**

Closing Date/Time: Thu. 07/03/08 5:00 PM Pacific Time

Salary: \$23.06 - \$31.08 hourly, \$3,997.07 - \$5,387.20 monthly, \$47,964.80 - \$64,646.40 annually

Job Type: FULL-TIME

Location: Headquarters/RFOTC - 1 Fire Authority Road, Irvine 92602, California

**About the Position:** Incumbents in these positions are responsible for performing a wide variety of dispatch activities, from routine to skilled. They must be able to work a variety of assignments, 24 hour shifts, week-ends and holidays, and are also subject to mandatory overtime. This recruitment will establish an Open Eligible List which will be in effect for one year, and from which future vacancies may be filled.

**Examples of Duties:**

ESSENTIAL FUNCTIONS: (These duties are intended to be representative sample of the duties performed by the class.) A Fire Communications Dispatcher will receive and process emergency requests for service from the public, other agencies, and other departments, which requires:

- Calming emotional callers;
- Obtaining relevant information related to the emergency;
- Providing Emergency Medical Dispatch (EMD) instructions;
- Evaluating the urgency of calls;
- Determining appropriate action to be taken;
- Determining and dispatching appropriate personnel, apparatus, and equipment required on medical aids, structure fire responses, hazmat responses, multi-victim incidents, and vegetation fires;
- Notifying supervisors of incidents;
- Routing calls to appropriate sections;
- Operating radio communication equipment and alarm systems; and, performing other related activities;
- Coordinate and communicate activities between agencies jointly responding to multi-agency incidents;
- Receive and process requests from field personnel;
- Operate and monitor a variety of equipment;
- Read and interpret maps to locate emergencies, determine jurisdictions, and to dispatch nearest apparatus to expedite response times;
- Attend and participate in after action critiques and debriefings;
- Participate in a variety of classes, training, and/or certification sessions;
- Maintain and troubleshoot equipment problems;
- Complete Geofile forms and updates;
- Troubleshoot, issues, and track inventory control logs;
- Perform other duties of a similar nature or level.

**Typical Qualifications:**

MINIMUM QUALIFICATIONS:

Experience/Education: High School Diploma, or General Equivalency Diploma (GED); or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Highly Desirable Qualifications:

- Computerized Telephone Communications Systems
- Radio Systems
- Resource Ordering and Allocation
- Incident Command System (ICS)

- Public Safety Dispatch Experience

**LICENSES AND CERTIFICATIONS (position requirements at entry):**

- Valid California Driver's License by date of appointment.

Required prior to completion of probationary period:

- Completion of the Emergency Medical Dispatch class and the Authority's Academy
- Cardiopulmonary Resuscitation Certification (CPR)

**KNOWLEDGE (position requirements at entry):**

Knowledge of: Customer service principles; city geography; map reading methods; standard office equipment; recordkeeping principles.

**SKILLS (position requirements at entry):**

Skill in: Using computers and applicable software applications; handling multiple tasks simultaneously; keyboarding at the rate of 30 wpm; maintaining records; operating standard office equipment; evaluating the urgency of calls and taking appropriate action; operating radio communications equipment; communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Physical Requirements: Positions in this class typically require reaching, extensive sitting, fingering, grasping, talking, hearing, seeing and repetitive motions. Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Incumbents may be subjected to poor ventilation, inadequate lighting, workspace restrictions, and intense noise. Sedentary work involves sitting most of the time. Incumbents may be subjected to traveling to and from remote locations for incident assignments and may be required to stay in remote locations without accommodations.

**SELECTION PROCEDURE**

Initial Application Review: (Refer/Non-Refer) The Human Resources Division reviews all application materials to identify the qualified candidates to be referred to the next step of the competition. The Authority reserves the right to evaluate application materials for "Best Qualified" if the number of applicants meeting the minimum qualifications is high.

Written Examination: Refer/Non-Refer

Computer Simulation Assessment (Critic-Call): Refer/Non-Refer

Panel Interview

Selection Procedure Revision: All affected persons will be notified if a revision of the selection procedures becomes necessary.

**BENEFITS**

**SALARY** - Employees are eligible for merit increases of 1 to 4 salary steps annually based on their work performance and until they reach the top of their 12 step salary range.

**SOCIAL SECURITY** - Authority employees are not covered by Social Security, therefore they are not required to contribute.

**MEDICARE** - Employees contribute 1.45% to Medicare.

**MEDICAL BENEFIT** - Employees have a choice of 4 medical plans under the CalPERS Health Benefits Program. The Authority contributes 100% toward employee only medical premiums and 75% toward family/dependent medical premiums.

**DENTAL/VISION CARE** - The Authority contributes to the Orange County Employees Association medical trust fund which provides for dental and vision care coverage.

**SHORT/LONG TERM DISABILITY** - The Authority contributes to the Orange County Employees Association medical trust fund which provides a disability benefit for the employee.

**LIFE INSURANCE COVERAGE** - The Authority contributes to the Orange County Employees Association medical trust fund which provides a life insurance benefit for the employee.

**EMPLOYEE ASSISTANCE PROGRAM** - The Authority contributes 100% toward an employee assistance program available to all regular Authority employees.

**TUITION REIMBURSEMENT** - Employees are eligible for up to \$500 in a fiscal year to cover their expenses associated with academic pursuits.

**EDUCATIONAL INCENTIVE** - Employees receive an educational incentive of 2.5% of base pay per month for having completed the equivalent of 60 college-level semester units or approved course from a universal technical institute. Employees receive 5% of base salary for obtaining a Bachelor's degree.

**RETIREMENT** - Employees are enrolled in a defined benefit retirement program under the Orange County Employees Retirement System. The employees receive an enhanced retirement benefit calculated as 2.7% of salary for each year of service after vesting and reaching age 55 or older. The Authority contributes 100% toward retirement contributions; however employees reimburse the Authority for the enhanced retirement formula at the rate of 6% of compensation earned.

**RETIREE MEDICAL PLAN** - Newly hired employees are enrolled in a defined contribution retiree medical savings plan to which they contribute 4% of base salary. Current employees continue in their current plan and continue to contribute 4% of base salary to the plan.

**VACATION** - Employees receive approximately 80 hours/year of vacation for the first 1 to 3 years of employment. That amount is increased to approximately 120 hours/year for the next 3 to 10 years of employment and approximately 160 hours/year after 10 or more years of employment.

**HOLIDAYS** - Employees receive 12 paid holidays within the calendar year.

**SICK LEAVE** - Employees receive approximately 72 hours/year of sick leave for the first 3 years of employment. After 3 years of employment, the amount of sick leave is increased to approximately 96 hours/year. Unused sick leave hours may be accrued from year to year.

**DEPENDENT CARE ASSISTANCE PROGRAM** - Employees have the option of participating in a dependent care reimbursement program. The program helps employees pay for childcare and elderly care expenses in accordance with the IRS code.