

## **CLASS SPECIFICATION**

### **SAN DIEGO CITY CIVIL SERVICE COMMISSION**

#### **FIRE DISPATCH ADMINISTRATOR - 1017**

##### **DEFINITION:**

Under general supervision, to supervise the operations of the Fire Communications Center; perform human resources and operational planning duties; and to perform related work.

##### **DISTINGUISHING CHARACTERISTICS:**

Serves as a second-level Supervisor over Fire Dispatchers and support staff. It is distinguished from the lower level Fire Dispatch Supervisor class in that the latter serves as a first-level supervisor over Fire Dispatchers and has significantly less subordinate staff, while this class supervises two or more Fire Dispatch Supervisors.

##### **\*EXAMPLES OF DUTIES:**

- Plans, assigns, and reviews the work of Fire Dispatch Supervisors;
- Confers with management in the operational planning and the solution of personnel, administrative, fiscal and organizational problems;
- Evaluates all communication systems data for quality assurance of dispatch service levels;
- Coordinates staffing and scheduling for all dispatchers and supervisors;
- Completes employee performance evaluations;
- Maintains liaison between Fire Communications Center and other fire, emergency medical service, law enforcement and other emergency service agencies;
- Investigates and resolves complaints regarding employees and service levels;
- Prepares output measures and management reports;
- Reviews and develops policy and procedures for the Fire Communications Center;
- Coordinates the hiring process for interviewing, selecting, and training new employees.

##### **MINIMUM QUALIFICATIONS:**

Please note: the minimum qualifications stated below are a guide for determining the education, training, m experience, special skills, and or/ license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

Four years of full-time experience as a dispatcher in a public safety dispatch center receiving and dispatching requests for fire and emergency medical service, including one year of full-time dispatch center supervisory experience. One year of the above experience must have been as a Fire Dispatcher with the City of San Diego Fire-Rescue Department.

**\*EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.