

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

FIRE DISPATCHER

DEFINITION:

Under general supervision, to receive and evaluate requests for fire and emergency medical service and to dispatch appropriate fire and/or paramedic units to the incident; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

In a training capacity, positions classified as Fire Dispatcher may be underfilled with Dispatchers I or II in accordance with the City's Career Advancement Program.

*** EXAMPLES OF DUTIES:**

- On as assigned shift in the Fire Department Communications Center, receives incoming telephone calls and evaluates requests for fire and emergency medical services;
- For emergency medical calls, follows strict medical protocols to elicit essential incident information from callers, to determine the nature and extent of the situation, and to evaluate the urgency of the medical condition of the patient;
- Determines the priority of the request, the need for dispatching a fire and/or paramedic unit, and the appropriate units to dispatch;
- Provides pre-arrival and post-arrival instructions, and recommends first aid procedures if needed;
- Relays dispatches and essential information by voice radio or intercom to appropriate units;
- Monitors Computer Aided Dispatch (CAD) computer screens displaying incident and call information, and the GEOMAP Computer System screen which displays the location of emergency vehicles relative to the location of the caller;
- Monitors emergency frequencies;
- Follows various standard procedures in special situations, such as airport incidents, vehicle fires, rescues, etc.;
- Answers routine inquiries and refers calls not requiring dispatches to responsible departments and agencies.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, 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.

One year experience receiving and dispatching request for fire emergency medical services to Fire and paramedic units by voice radio or intercom. After hire, Fire Dispatchers must obtain and maintain National Academy of Emergency Medical Dispatch (NEAMD) certification.

- * **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.