Emergency Services Dispatcher (Fire Department)

SAN BERNARDINO COUNTY

Class Code: 44813

Bargaining Unit: Emergency Services (FD)

COUNTY OF SAN BERNARDINO
Revision Date: Oct 3, 2011

SALARY RANGE
$20.15 - $27.67 Hourly
$3,492.67 - $4,796.13 Monthly
$41,912.00 - $57,553.60 Annually

DEFINITION:

THIS IS A FIRE DEPARTMENT POSITION ONLY

Under general supervision receives requests for emergency and non-emergency assistance. This position is responsible for dispatching fire, emergency medical and local government services; provides other duties as required.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to:
1. Monitors radio frequencies and communication equipment.

2. Responds to request for service by determining the type of emergency and dispatching equipment.

3. Monitors status of personnel and equipment at incidents.

4. Coordinates mutual aid procedures and disaster operations.

5. Provides information to the public and news media.

6. Answers calls and provides pre-arrival instructions to the public.

7. Provides vacation and temporary relief as required.

8. Provides other duties as required.

REPRESENTATION UNIT:
Emergency Services Unit

SALARY RANGE:

AV3

SUPPLEMENTAL INFORMATION:
Conditions of Employment:

Certification: CPR certification and an Emergency Medical Dispatch (EMD) course must be successfully completed within six months of the date of hire and must be maintained throughout employment.

Work Hours: Positions in this class work 12 hour shifts.

Work Availability: Must be able to work rotating shifts, weekends, and holidays.

Travel: Travel within and outside the County may be required. A valid California Driver's License and proof of automobile liability insurance must be provided at time of hire and maintained throughout employment.

MINIMUM REQUIREMENTS:
Experience: One (1) year of dispatching experience (within the last 5 years) operating a computer-aided dispatch (CAD) system in a public safety dispatch environment, of which six (6) months must be in a Fire or Emergency Medical Services (EMS) environment.

   --AND--

Keyboarding: Must be able to type a minimum of 35 WPM (corrected) and must maintain that typing speed throughout employment. Candidates are required to **attach** a typing certificate verifying corrected typing speed from a qualified test administrator such as a school or employment agency. (***ONLINE TYPING CERTIFICATES WILL NOT BE ACCEPTED.***)