

DISPATCHER



Description:

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.

Distinguishing Characteristics:

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.

Typical Qualifications:

This position requires (1) one year of dispatching experience operating a computer-aided dispatch (CAD) system in a public safety dispatch environment, of which (6) six-months must be in a Fire or EMS environment. Must be able to type a minimum of 35 WPM (corrected) and must maintain that typing speed throughout employment. Basic First Aid training, knowledge of the geography of the County of San Bernardino and the ability to multi-task are highly desirable.

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

Health and Physical Condition:

Persons seeking appointment to this class must meet the health and physical condition standards deemed necessary and proper for performance of the duties established by the San Bernardino County Fire Department.

Conditions of Employment:

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.

The statements in this class specification are intended to describe the general nature and level of work being performed by incumbents assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, qualifications and skills required of personnel so classified.

Job Code: 44813

Salary Range: AV3

Representation Unit: Emergency Services

Last Updated: 9/20/10