

## **FIRE DISPATCHER I**

### **Definition:**

Under direction of the shift supervisor, to receive emergency and non-emergency telephone and radio calls and dispatch equipment; to operate a computer aided dispatch system; and to do related work as required.

### **Distinguishing Characteristics**

This is the entry level class in the Fire Dispatcher series. Positions in this class work in a learning capacity performing duties of increased responsibilities as experience is gained. Promotion to Fire Dispatcher II is considered on a merit basis subject to Department Head's recommendation and approval by the Director of Personnel.

### **Essential Functions:**

- In a learning capacity, and on an assigned shift, receives and acts upon emergency and non-emergency calls in accordance with established policies and procedures.
- Operates communications equipment.
- Instructs the public on proper medical techniques under emergency situations.
- Secures and records incident information.
- Refers inquiries to appropriate public and private agencies.
- Keeps fire control officers advised of situation and dispatches additional personnel or equipment when so advised by the incident commander.
- Continually monitors the status of fire units.
- Logs all departmental emergency activity.
- Operates other emergency service radios.
- Operates computer systems including video display terminals.
- Operates telephone equipment; sends and receives telephone messages.
- Prepares and types reports.
- Keeps necessary records.
- Performs related work as required.

### **Employment Standards:**

**Knowledge of:** basic principles and techniques of communications equipment and computer terminal operations; City and County geography, communities, and location of streets and highways.

**Ability to:** learn the operation of emergency communications equipment and computer-aided dispatch systems; remain calm, act quickly, and exercise good judgment in emergency situations; speak clearly and concisely in a well modulated voice; perform basic mathematics; follow oral and written instructions; develop reports and keep records.

A background check may be conducted for this classification.

All Kern County employees are designated “Disaster Service Workers” through state and local laws (CA Government Code Sec. 3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services.) As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable following a significant emergency or disaster.

Revised  
December 2023  
#3292  
JS3292