

Fire Dispatch Assistant

Definition:

Under immediate supervision, operates telephone and 9-1-1 equipment; receives, evaluates, and processes telephone calls for public safety information, fire emergency and medical services; operates a computer aided dispatch system to enter calls and transmit emergency requests.

This is the entry level class in the Fire Dispatcher flexible classification series. Incumbents receive training in operation of computerized communication equipment and policies and procedures governing emergency dispatching. Incumbents work in a learning capacity and are responsible for receiving and performing follow-up procedures related to telephone calls requesting fire and medical assistance. Increased responsibility and an introduction to the Fire Dispatcher position shall take place as experience is gained. Promotion to Fire Dispatcher is considered on a merit basis subject to Department Head's recommendation.

Incumbents serve a 12-month probationary period during which they are required to complete Emergency Medical Dispatch and Emergency Fire Dispatch (EMD/EFD) Certifications. Promotion to Fire Dispatcher is considered on a merit basis subject to recommendation of the employee's department head and approval of the Department of Human Resources.

Incumbents in this classification will be required to work shifts, including nights, weekends, and holidays.

Essential Functions:

- Operates telephone and 9-1-1 communication equipment and computer-aided dispatch system to process and document telephone calls from the public and public agencies requesting services.
- Evaluates calls for level of service response; transmits emergency calls for service to a Fire Dispatcher for dispatch.
- Directs and coordinates communication between appropriate agencies, local government field units and individuals engaged in non-emergency situations.
- Assists in making inquiries into and receives messages from County, State, and Federal computer data banks through the operation of computer terminals.
- Instructs the public on proper medical techniques and fire scene safety procedures under emergency situations.
- Keeps Fire Dispatcher advised of changing situations and scene safety.
- Assists Fire Dispatcher with resource ordering using the IROC system.
- Logs departmental activity.
- Prepares memos and reports.
- Keeps necessary records.
- Performs related work as required.

Employment Standards:

Minimum Qualifications:

- High School Diploma, G.E.D. or equivalent or any combination of experience, education and/or training, which demonstrates possession of requisite knowledge, skills and abilities listed below.

Knowledge of: basic principles and techniques of communications equipment and computer terminal operations; good customer service and/or public relations practices; proper telephone and radio technique and etiquette; basic geography of Kern County; basic computer systems, related technology and software.

Ability to: communicate effectively over the telephone and radio; obtain information, determine priorities, and exercise good judgement in stressful situations; input data and utilize a computer aided dispatch system; spell correctly and write legibly; comprehend written and oral instructions; keep records, and work effectively with persons of varying socio-economic backgrounds in emergency and non-emergency situations and in challenging.

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.