

City of Stockton

FIRE TELECOMMUNICATOR I/II

Spec Amended: 02/11/2020
Date to CSC: 02/20/2020
Spec Amended: 10/29/2025
Date to CSC: 11/20/2025

CS Status: Classified
Unit: SCEA
FLSA Status: Non-Exempt

See Historical Note on page 4

DEFINITION

Under general supervision, receives telephone calls for emergency and non-emergency fire, medical and related services and dispatches fire department resources, private ambulance units, and personnel; and performs related work as assigned.

CLASS CHARACTERISTICS

Fire Telecommunicator I is the entry-level class in this non-sworn class series. Initially, under close supervision, incumbents learn Fire Department and City policies and procedures related to handling emergency and non-emergency calls. As experience is gained, duties become more diversified and are performed under more general supervision. This class is alternately staffed with Fire Telecommunicator II, and incumbents may advance to the higher level after successfully completing a one-year probationary period and gaining one additional year of experience and demonstrating proficiencies which meet the qualifications for the higher level class.

Fire Telecommunicator II is the experienced class in this series, competent to perform varied emergency and non-emergency telephone and radio communications and dispatching duties assigned. Assists the Telecommunications Supervisor with management-related projects as assigned and performs as the primary trainer for new employees. May act as the Telecommunications Supervisor on a relief basis. This class is distinguished from the Telecommunications Supervisor which is responsible for the continuous functioning of the Emergency Communication Center during a shift.

PRINCIPAL DUTIES (Illustrative Only)

Duties may include, but are not limited to, the following:

- Receives and evaluates incoming calls from the public as well as public agencies for routine and emergency medical and fire incidents.
- Enters information received in the Computer Aided Dispatch (CAD) system, logs incident information and completed required forms.
- Dispatches fire suppression apparatus and personnel to fire and medical emergencies; maintains radio communications and assists with further dispatches or supplies requested information.
- Operates multi-channel radio systems, monitors multiple radio channels simultaneously.
- Assists callers in methods of handling medical emergencies prior to the arrival of dispatched emergency personnel using established Emergency Medical Dispatch (EMD) protocols.
- Receives incoming calls for public works and utilities after normal business hours and on weekends; notifies appropriate public works and utilities personnel of calls for service.
- Prepares and/or types reports and records.
- Assists with related projects as assigned.

QUALIFICATIONS

Knowledge of:

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- Basic terminology used in fire and related emergency radio and telephone communications;
- Basic medical terminology;
- Operation of communications equipment, including telephone, radio, computer and related systems;
- Basic record keeping principles and practices; and
- The geography and major arteries within the cities of San Joaquin County.

Skill in:

- Memorizing codes, names, locations and other detailed information;
- Assessing and prioritizing emergency situations;
- Attending to multiple activities and sources of input simultaneously;
- Obtaining information from individuals in emergency situations, including those who are emotionally distraught, angry or difficult to understand;
- Remaining calm and making rapid and sound independent judgments in stressful emergency situations;
- Communicating tactfully and effectively with public, public safety personnel and others;
- Operating complex radio and telephone systems;
- Operating computer keyboards and related equipment and typing at a speed of 35 net words per minute;
- Following oral and written instructions;
- Reading and interpreting geographic information;
- Performing routine clerical and record keeping duties;
- Active listening on the telephone and radio with accurate comprehension; and
- Multi-tasking competing priorities.

Ability to:

- Learn City and Fire Department dispatching codes, policies, and procedures;
- Effectively work under emergency conditions;
- Make quick and appropriate determinations;
- Maintain accurate records;
- Handle simultaneous calls; and
- Remain courteous and calm while interacting with the public.

Education/Experience:

Fire Telecommunicator I: Possession of a high school diploma or GED.

Fire Telecommunicator II: In addition to the above, two years of recent (within the last five years) experience in fire or public safety dispatching.

Other Requirements:

All levels

- Must successfully complete a background investigation and a California Department of Justice fingerprint clearance.
- Must possess a valid (two years old or less) typing certificate for at least 35 net words per minute from a recognized organization.

Fire Telecommunicator I

- Must obtain and maintain a valid CPR card (American Heart Association BLS-C or equivalent) within 6 months of appointment.
- Must obtain and maintain a valid International Academies of Emergency Dispatch (IAED) EMD certification within 6 months of appointment.
- Must obtain and maintain a valid Emergency Medical Services (EMS) Dispatcher Accreditation from San Joaquin County Emergency Medical Services Agency within six (6) months of appointment. Continuous accreditation is required as a condition of continued employment with the City of Stockton. Failure to comply with San Joaquin County Emergency Medical Services Agency regulations pertaining to EMS Dispatcher Accreditation may result in termination of employment.

Fire Telecommunicator II

- Must possess and maintain a valid CPR card (American Heart Association BLS-C or equivalent).
- Must obtain and maintain a valid IAED EMD certification within six (6) months of appointment.
- Must obtain and maintain a valid EMS Dispatcher Accreditation from San Joaquin County Emergency Medical Services Agency within six (6) months of appointment. Continuous accreditation is required as a condition of continued employment with the City of Stockton. Failure to comply with San Joaquin County Emergency Medical Services Agency regulations pertaining to EMS Dispatcher Accreditation may result in termination of employment.

Note: The level and scope of knowledge and skills listed below are related to job duties as defined under Class Characteristics.

Physical/Mental Abilities:

- Mobility- constant use of keyboard; constant sitting for long periods of time; occasional bending, squatting, and kneeling;
- Lifting- occasionally up to 25 pounds;
- Vision- constant use of overall vision; frequent reading and close-up work; occasional color and depth vision;
- Dexterity- constant repetitive motion; frequent use of computer keyboard; frequent writing; frequent grasping, holding, and reaching;
- Hearing/Talking- constant hearing and talking, in person and on the phone or other communication devices; ability to understand what people are saying in normal conversation and over noise;
- Emotional/Psychological- frequent decision making and concentration often in stressful situations; frequent public and/or coworker contact; occasional working alone;
- Environmental- primarily performed in an office environment; frequent exposure to noise; and
- Special Requirements – must be willing to work twelve-hour fire service shifts and work mandatory overtime shifts when necessary. Shift schedule will include nights, weekends and holidays.

Attachment D

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This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirement of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the American with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

APPROVED:



ROSEMARY RIVAS
DIRECTOR OF HUMAN RESOURCES

DATE: October 29, 2025

Historical Note:

Established:	04/04/1988
Resolution:	CC88-0182
Spec Adopted:	10/31/1988
Resolution:	CS88-091
Spec Amended:	05/15/1997
Resolution:	CS97-054
Spec Amended:	12/02/2004
Resolution:	CS04-132
Spec Amended:	08/18/2005
Resolution:	CS05-115
Spec Amended:	05/29/2008
Ratifying Resolution:	CS08-100