

City of Stockton

FIRE TELECOMMUNICATIONS SUPERVISOR

DEFINITION

Under general supervision, provides assistance to the Emergency Communication ~~Dispatch~~ Manager and supervision for the Fire Emergency Communications Dispatch Center during an assigned shift; participates in receiving calls from the public for emergency and non-emergency fire, rescue, medical and related services; dispatches Fire Department resources and private ambulance units and personnel as required; and performs management-related work as assigned.

CLASS CHARACTERISTICS

This is a supervisory class responsible for the continuous functioning of the Fire Emergency Communications Dispatch Center during a shift. Incumbents provide employee supervision, training and evaluation, and are responsible for resolution of day-to-day work issues and the handling of the more complex or difficult incidents. Incumbents are expected to exercise considerable independent judgment and discretion in the handling of emergency situations.

PRINCIPAL DUTIES (Illustrative Only)

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

- Assigns, directs and reviews the work of a staff on an assigned shift; resolves technical questions related to daily work.
- Develops work schedules in coordination with sworn fire communications supervisors to ensure adequate staffing at all times.
- Prepares employee evaluations; participates in the selection of new employees; provides training to new employees and updates the training of current employees.
- Receives and evaluates incoming calls from the public as well as public agencies for routine and emergency medical and fire incidents; makes independent decisions and authorizes action in accordance with established Fire Department procedures regarding dispatching.
- Enters information received in the computer-aided dispatch system, logs incident information and completes required forms.
- Dispatches paramedics and/or EMT's as well as private ambulances to medical emergencies.
- Dispatches fire suppression apparatus and personnel to fire emergencies; maintains radio communications and assists with further dispatches or supplies requested information.
- Operates multi-channel radio systems, monitors multiple radio channels simultaneously, and a variety of standard office equipment.
- Assists callers in methods of handling medical emergencies prior to the arrival of dispatched emergency personnel using established emergency medical dispatch (EMD) protocols.
- Recommends possible resolutions regarding policy issues and problems with~~to~~ higher level staff.
- Reviews incident reports submitted by field personnel.
- Maintains logs and records and prepares a variety of periodic and special reports.

Established:	04/04/88
Resolution:	CC88-0183
Spec Adopted:	10/31/88
Resolution:	CS88-094
Spec Amended:	05/15/97
Resolution:	CS97-056
Established:	07/06/1999
Resolution:	CC99-0222
Spec Amended:	05/29/08
Ratifying Resolution:	CS08-100
Spec Amended:	04/16/2021
Date to CSC:	05/20/2021
Spec Amended:	
Date to CSC:	
CS Status:	Classified
Unit:	Supervisory
FLSA Status:	Non-Exempt
See Historical Note	

- Represents the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Fosters an environment that embraces integrity, service, inclusion, and collaboration.
- Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Basic terminology used in fire and related emergency radio and telephone communications;
- Basic medical terminology;
- Principles, methods and techniques of telephone communications and fire dispatching;
- Principles and practices of employee supervision, including selection, training, work planning and scheduling, evaluating and discipline;
- Business computer applications, particularly as related to the input and retrieval of data;
- Basic record keeping principles and practices;
- Proper procedures for the effective operation of two-way radio, and telephone systems;
- Operation of communications equipment, including telephone, radio, computer, and related systems;
- The geography and major streets within the cities of San Joaquin County; and
- Correct English usage, spelling, grammar, and punctuation.

Skill in:

- Planning, assigning, directing, evaluating and reviewing the work of assigned staff;
- Training others in effective communication techniques and work procedures;
- Obtaining information from individuals in emergency situations, including those that are emotionally distraught, angry, or difficult to understand;
- Operating a computer-aided dispatch system including associated radio, telephone and paging;
- Understanding and following complex oral and written communications and instructions;
- Speaking concisely and with complete clarity;
- Communicating tactfully and effectively with public, public safety personnel, and others;
- Utilizing the codes and correct communications procedures employed in fire and medical emergency situations;
- Preparing and maintaining a variety of records and reports;
- Remaining calm and making rapid and sound independent judgment in stressful emergency situations;
- Interpreting and applying complex procedures, regulations and policies;
- –Operating complex computer keyboards and related equipment and typing at a speed of 435 net words per minute;
- Maintaining organized and accurate records of the Fire Emergency Communications Center activities;

- Assessing and prioritizing emergency situations;
- Reading and interpreting geographic information;
- Attending to multiple activities and sources of input simultaneously;
- Active listening on the telephone and radio with accurate comprehension; and
- Multi-tasking competing priorities.

Ability to:

- Learn and enforce City and Fire Department dispatching codes, policies, and procedures;
- Supervise multiple staff responsible for answering emergency and non-emergency calls simultaneously;
- Memorize codes, names, locations, and other detailed information;
- Effectively train others;
- Make quick and appropriate determinations;
- Maintain accurate records; and
- Remain courteous and calm while interacting with staff and the public.

Education/~~Experience~~:

Possession of a high school diploma or GED.

Experience:

~~-And~~ five years of experience (with two years at the Stockton Fire Department) as a public safety dispatcher, having attained the level of Fire Telecommunicator II in the Stockton Fire Department.

Other Requirements:

- Must possess a valid California driver's license.
- Must possess a valid (two years old or less) typing certificate for at least 45 net words per minute from a recognized organization.
- Must possess and maintain a current CPR card (American Heart Association BLS-C or equivalent).
- Must possess and maintain a valid International Academies of Emergency Dispatch (IAED) EMD certification.
- Must possess and maintain Emergency Medical Services (EMS) Dispatcher Accreditation from San Joaquin County Emergency Medical Services Agency. 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.

Knowledge of:

- ~~Basic terminology used in fire and related emergency radio and telephone communications;~~
- ~~Basic medical terminology;~~
- ~~Principles, methods and techniques of telephone communications and fire dispatching;~~
- ~~Principles and practices of employee supervision, including selection, training, work planning and scheduling, evaluating and discipline;~~
- ~~Business computer applications, particularly as related to the input and retrieval of data;~~
- ~~Basic record keeping principles and practices;~~
- ~~Proper procedures for the effective operation of two-way radio, and telephone systems;~~
- ~~Operation of communications equipment, including telephone, radio, computer, and related systems;~~
- ~~The geography and major streets within the cities of San Joaquin County; and~~
- ~~Correct English usage, spelling, grammar, and punctuation.~~

Skill in:

- ~~Planning, assigning, directing, evaluating and reviewing the work of assigned staff;~~
- ~~Training others in effective communication techniques and work procedures;~~
- ~~Obtaining information from individuals in emergency situations, including those that are emotionally distraught, angry, or difficult to understand;~~
- ~~Operating a computer-aided dispatch system including associated radio, telephone and paging;~~
- ~~Understanding and following complex oral and written communications and instructions;~~
- ~~Speaking concisely and with complete clarity;~~
- ~~Communicating tactfully and effectively with public, public safety personnel, and others;~~
- ~~Utilizing the codes and correct communications procedures employed in fire and medical emergency situations;~~
- ~~Preparing and maintaining a variety of records and reports;~~
- ~~Remaining calm and making rapid and sound independent judgment in stressful emergency situations;~~

- ~~• Interpreting and applying complex procedures, regulations and policies;~~
- ~~• Operating complex computer keyboards and related equipment and typing at a speed of 35 net words per minute;~~
- ~~• Maintaining organized and accurate records of the Fire Emergency Communications Center activities;~~
- ~~• Assessing and prioritizing emergency situations;~~
- ~~• Reading and interpreting geographic information;~~
- ~~• Attending to multiple activities and sources of input simultaneously;~~
- ~~• Active listening on the telephone and radio with accurate comprehension; and~~
- ~~• Multi-tasking competing priorities;~~

Ability to:

- ~~• Learn and enforce City and Fire Department dispatching codes, policies, and procedures;~~
- ~~• Supervise multiple staff responsible for answering emergency and non-emergency calls simultaneously;~~
- ~~• Memorize codes, names, locations, and other detailed information;~~
- ~~• Effectively train others;~~
- ~~• Make quick and appropriate determinations;~~
- ~~• Maintain accurate records; and~~
- ~~• Remain courteous and calm while interacting with staff and the public.~~

MENTAL/PHYSICAL REQUIREMENTSPhysical/Mental Abilities:

- Mobility- 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 or call center environment; frequent exposure to noise; and
- Special Requirements – must be willing to work ~~twenty-four hour~~twelve-hour fire service shifts and work mandatory overtime shifts when necessary. Shift schedule will include nights, weekends and holidays.

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:

ALLISON U. DICHOSO
DIRECTOR OF HUMAN RESOURCES

DATE: _____

HISTORICAL NOTE:

<u>Fire Telecommunications Supervisor</u> <u>Established: 04/04/88</u> <u>Resolution: CC88-0182</u> <u>Spec Adopted: 10/31/88</u> <u>Resolution: CS88-091</u> <u>Spec Amended: 05/15/97</u> <u>Resolution: CS97-056</u> <u>Established: 07/06/1999</u> <u>Resolution: CC99-0322</u> <u>Spec Amended: 05/29/08</u> <u>Ratifying Resolution: CS08-100</u>	<u>Fire Telecommunications Supervisor (10-hr)</u> <u>Established: 7/6/99</u> <u>Resolution No.: CC99-0322</u>	<u>Fire Telecommunications Supervisor (12-hr)</u> <u>Established: 7/6/99</u> <u>Resolution No. CC99-0322</u>
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