



CITY OF
PRINCE GEORGE

JOB DESCRIPTION

<u>JOB TITLE:</u>	Fire/Rescue Dispatcher	<u>SCHEDULE:</u>
<u>DIVISION:</u>	Fire and Rescue Services	<u>PAYGRADE:</u>
<u>DEPARTMENT:</u>	Public Safety	

JOB SUMMARY:

The Fire/Rescue Dispatcher is responsible for receiving, analyzing, and prioritizing calls for service including 911 emergency calls, dispatching resources, disseminating information, and providing operational support to all agencies. The work is characterized by periods of intense activity requiring the exercise of considerable care, judgment, and concentration. The Fire Dispatcher is also required to prepare and record information for incident reports, and perform duties related to the operations of the Fire Operations Communications Centre. Shift work is required. Performs related duties.

MAJOR RESPONSIBILITIES:

Under supervision of the Chief Communications Officer:

In providing professional emergency dispatch services, the Fire/Rescue Dispatcher will:

- receive and process emergency and routine calls or requests for assistance from the public, the ambulance service, the RCMP, Forestry, EMBC, fire alarm monitoring services, and other agencies;
- obtain all pertinent information from callers including location, type, and severity of a fire or other emergency request for assistance, and accurately record the details in the computer aided dispatch (CAD) system;
- efficiently operate the computer aided dispatch system and will enter, maintain, and retrieve data as required or requested;
- assess and prioritize all calls and efficiently determine the appropriate response requirements as outlined in operational guidelines;
- dispatch the appropriate suppression or emergency equipment based on predetermined criteria;
- page appropriate departments and personnel as required;
- monitor and record the status of manpower, equipment and various apparatus paying careful attention to required benchmarks;
- provide operational support as required or requested including mapping and other reference information;
- relay requests for additional resources such as mutual or automatic aid, partner agencies, utility companies, or a Duty Chief;

- review and maintain reference materials or documents such as maps, status reports, burning permits, and current fire regulations for dispatchers' use;
- provide assistance to outside agencies as required.

In providing other required services, the Fire/Rescue Dispatcher will

- receive and process telephone requests from the public requesting general information and when appropriate will redirect the caller to the appropriate resource;
- test, troubleshoot, and maintain a variety of telecommunications and other technological equipment used in the Fire Operations Communications Centre; and
- initiate and complete all necessary reports, forms and documentation as per policy.

QUALIFICATIONS:

Education & Experience: Completion of Grade 12. A minimum of two years of directly related experience in a public safety communications dispatch role. Preference will be given to candidates who have completed a recognized public safety communications course such as the APCO Fire Services Communications Course. Successful completion of an audiology exam in accordance with NENA Hearing Standards for Public Safety Telecommunicators

Knowledge and Skills: Knowledge of fire suppression and operations. Considerable knowledge of the City of Prince George including locations of major buildings, complexes, and landmarks, streets, and thoroughfares. Considerable knowledge of the geography of the 911 service area, demonstrated map-reading capability, and knowledge of GPS systems and map data applications. Minimum typing speed of 40 words per minute with a high degree of accuracy. Ability to enter data with a high degree of speed and accuracy. Demonstrated attention to detail. Superior concentration. Ability to work effectively under, and make quick decisions in, situations of significant stress. Demonstrated judgment and problem solving abilities. Ability to work within and positively contribute to a proactive team environment. Ability to deal courteously, tactfully and diplomatically with members of the general public, including internal and external customers. Excellent interpersonal skills and able to build and maintain cooperative working relationships with other Fire Services personnel, representatives of other organizations, and a variety of City employees. Demonstrated approach to continuous improvement. Exceptional ability to self-motivate. Ability to function equally well under close supervision or a minimum of direction and supervision. Demonstrated situational awareness and adaptability. Excellent written, verbal, and listening communication skills; must possess a clear voice without a strong accent or speech deficiencies. No hearing deficiencies. Discretion in handling confidential matters. Ability to work within, and contribute to, a proactive team environment. Demonstrated commitment to customer service. High aptitude and adaptability to technology. Knowledge of, and demonstrated competency with, computer systems and applications related to the profession and environment, including the use and maintenance of databases and Computer Aided Dispatch software as well as Microsoft Office applications including Word, Excel, and Outlook. Knowledge of WorkSafe BC regulations, occupational hazards and safe work procedures as it relates to the position, including but not limited to bullying and harassment, working alone and other significant hazards.

Valid BC Driver's license: Yes.
Vehicle Usage: Yes.
Police Information Check: Yes. Must be able to obtain and maintain a clear Police Information Check for offences related to the position.

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