

## **FIRE COMMUNICATIONS OFFICER II**

(Competitive Class)

### **DISTINGUISHING FEATURES OF THE CLASS**

This class encompasses responsible and skilled positions whose primary duties and responsibilities are supervising the work and performance of Fire Communications Officer Is and performing fire communications duties. Employees of this class perform duties such as answering emergency calls, dispatching fire department equipment and personnel, and supervising the maintenance of the records of the divisions. Fire Communications Officers IIs report to and receive general instructions from the Assistant Chief of Fire Communications, performing independently in most areas. This class ranks directly below that of Assistant Chief of Fire Communications.

### **EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Coordinates and directs activities of subordinate communications personnel with respect to daily operations. Assigns work schedules and duty areas, approves leave and ensures that all shifts are properly manned with qualified subordinates. Holds meetings with subordinate employees for the purpose of receiving reports or informing subordinates of changes in FCC regulations, laws, technical developments, and new departmental policies. Prepares for shift change of subordinates by briefing oncoming and outgoing shifts, checking records from previous shifts, and assembling necessary supplies and equipment. Supervises the operation of communication system, including CAD, to ensure that proper procedures are being followed and that tasks are performed in compliance with FCC regulations.

Answers questions on department procedure or refers callers to designated authority. Inspects appearance of equipment and personnel, assigns work and delegates authority to subordinates for the more effective operation of the division. Promotes peace and harmony within the department by counseling employees with work related problems and resolving employee complaints and grievances. Evaluates and discusses work performance with subordinate employees. Writes employee evaluation reports and maintains discipline by conducting corrective interviews. Makes daily personnel report to a designated department official. Interviews prospective employees and makes recommendations for hiring. Investigates accidents involving equipment and personnel, determines cause, and makes recommendations to avoid future

accidents. Recommends management policies, goals, and objectives for consideration by a superior officer.

Performs and supervises subordinate communications personnel in the performance of all dispatching functions of the fire communications division. Answers emergency calls and secures information for any incident. Enters all information into computer using appropriate codes and signals. Utilizes telecommunications devices and software for the hearing impaired. Receives automatic alarms, locates address, determines correct fire or medical units to be dispatched by knowledge of computer indexes, and any other pertinent information. Sounds fire alarms in stations and transmits information on emergencies by utilizing teletype and computer codes. Notifies all specified officers, special units and agencies of working fires or serious medical emergencies. Monitors location and status of firefighting crews and units by CAD display. Takes requests for assistance from units. Receives private alarm calls, and dispatches units as required. Answers calls from volunteer personnel concerning fire alarms. Notifies owners of buildings, utility departments, law enforcement, ambulance or other persons or groups needed for assistance at the scene of an emergency. Receives and responds appropriately to calls of a non-emergency nature, providing information as requested.

Provides technical assistance to subordinates by answering questions and providing back-up support. Personally conducts and sees that all subordinates receive formal and on-the-job training in the operation of communications equipment, dispatch procedures, and other related areas. Prepares material for use in training. Participates in conferences, conventions, training and other educational meetings provided by the department.

Performs and supervises the testing of equipment such as fire radios, fire telephones, alarms, public address systems, emergency lines, recording devices, private alarms, paging devices, and back-up power supply. Provides for and supervises the repair of malfunctioning communications equipment and the general care, maintenance, and use of all equipment. Inspects equipment to assure repairs were properly accomplished. Orders and distributes supplies and equipment needed for the communications division.

Provides for the maintenance of and ensures accuracy of all division records, including personnel records, records of activity, and inventory records. Supervises the preparation and maintenance of division records, and inspects systems and facilities for maintaining such. Reviews written reports completed by subordinates. Personally completes forms and records as required, including developing new forms or revising old ones in order to increase accuracy and efficiency of the department. Keeps records and writes reports concerning division operations. Records all calls in order to have records of dispatching activity.

Performs any related duties assigned.

**QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Applicant must possess one of the following: high school diploma, general educational development (G.E.D.) certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or G.E.D. certificate.

Must have a minimum of three (3) years of full-time experience in operating fire communications equipment in the fire communications division of a paid fire department.

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