

FIRE COMMUNICATIONS OFFICER

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses entry-level positions of the communications division of the fire department, the primary duties of which are receiving and responding to fire and non-fire emergency calls. Employees of this class operate communications equipment, keep communications records, and perform other duties related to the communications function of the fire department. Duties of this class are non-supervisory in nature and require the ability to act independently following standard operating procedures. Fire Communications Officers report to and have work reviewed by the Fire Chief.

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.

Receives emergency calls by telephone and secures the most accurate information possible from caller as required by departmental procedures. Communicates with the hearing impaired callers by utilizing telecommunications devices and software for the deaf. Receives alarms on private alarm systems and follows procedure for dispatching these. Answers calls from volunteer personnel concerning fire alarms. Records all calls and enters information into computer. Determines unit to be dispatched by using computer indexes. Sounds alarm in all stations concerned by using alarm bells or buzzers. Transmits all necessary information on fire by telephone, public address, or teletype, and dispatches unit.

Monitors the location and status of emergency units and fire fighting crew at all times. Receives and transmits messages from department personnel at the emergency scene. Notifies all specified officers or special units of all working fires. Replies to requests for assistance or information following departmental procedures. Receives acknowledgment from emergency and fire suppression units which come in by radio. Contacts additional assistance persons or groups, such as ambulance service, utilities company, forestry commission, the state police or other law enforcement agencies as directed. Dispatches fire companies to serve as back-up for stations as needed. Enters all fire or emergency related information in computer files.

Operates teletype keyboard and computer keyboard, using

designated codes to send or receive messages. Utilizes high speed line printer during all calls in order to have records of dispatching activity. Operates office paging and intercom system to relay messages and information to department personnel. Performs any tasks which are required to comply with FCC regulations.

Tests equipment such as fire radios, fire telephones, public address systems, emergency lines, individual paging devices, or volunteer unit equipment in order to insure proper readiness for service. Tests recording system equipment as prescribed by department policy. Provides for the repair of any malfunctioning communications equipment as directed.

Personally completes forms and records as required. Writes reports concerning division operation. Composes letters addressing written or oral requests, problems or other needs of the communication division. Maintains records as needed.

Performs any related duties as 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.

Must present documentation indicating, at a minimum, that the applicant has met the minimum high school graduation requirements necessary to receive a high school diploma as established by the state of Louisiana Board of Elementary and Secondary Education. Such documentation shall include at least one of the following: high school diploma, high school transcript, certificate of equivalency, affidavit from the issuing high school, college diploma, 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 certification of graduation.

Must not be less than eighteen (18) years of age.