



## JOB DESCRIPTION

### HUDSON, NH FIRE DEPARTMENT

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**Job Description:** JOBD-16

**Subject:** Dispatcher

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<b>Initiated By:</b> Chief Murray	<b>Revision Number:</b> 4
<b>Approved By:</b> Chief Murray	<b>Revision Date:</b> 08/22/2013
<b>Approval Date:</b> 5/03/2000	<b>Review Frequency:</b> As Needed - Green

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#### JOB SUMMARY:

Performs responsible communications work in receiving and dispatching calls and messages to the appropriate authorities and personnel. Maintains and retrieves records and file information for dissemination to Officers. Performs responsible clerical work.

#### SUPERVISION RECEIVED:

Works under the direction of the Deputy Fire Chief or other assigned Department Officers. Work is performed in accordance with established departmental procedures. Work is reviewed by monitoring employee's operations, by observation and by reviewing reports and records.

#### SUPERVISION EXERCISED:

Exercises Supervision over Dispatchers and Department members while in Dispatch training.

#### EXAMPLE OF DUTIES:

*(Any one position may not include all of the duties listed, nor do the listed examples include all duties which may be found in positions of this class.)*

1. Receives requests for Fire Department assistance. Ascertains nature of request and dispatches appropriate service units in accordance with established procedure. Determines urgency of call and elicits necessary information from

- caller. Exercises tact and judgment in dealing with emergency situations. Relays and receives further instructions from fire department personnel at the scene of an emergency.
2. Maintains records of all incoming calls and dispatches through various logs and reports. Maintains status and current information on all units in and out of service.
  3. Types a variety of correspondence, memoranda, forms and reports. Types material in final form assuring spelling, grammar and punctuation are correct. (Must be able to use a computer terminal).
  4. Serves as receptionist for Fire Department.
  5. Issues various permits and receives associated fees.
  6. Handles or refers incident activity, telephone and radio communications and contacts with the public occurring during his/her shift.
  7. Responsible for tracking several areas including but not limited to; fuel logs, receivables, mail, and requests for release of information. Generates associated reports.
  8. Performs other related duties as required.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

1. Working knowledge of the principles involved in the operation of radio, telephone, and related communications equipment.
2. Knowledge of the street system and geography of the Town.
3. Ability to speak clearly and concisely.
4. Ability to think and act quickly, calmly and accurately in emergency situations.
5. Ability to type accurately at a reasonable rate of speed.
6. Ability to understand and follow complex oral and written instruction. Knowledge of operations of the department.
7. Knowledge of business English, spelling and arithmetic and vocabulary.
8. Ability to maintain accurate records and files.

9. Ability to establish and maintain effective working relationships with other departments, employees and the general public.

10. Ability to use computers and other office equipment.

11. Must attain and maintain the following:

- By the completion of Year 1 - FF II Communications certification.
- By the completion of Year 2 - EMS and Fire Dispatch Certification.
- Training that the Fire Chief, Dispatch Supervisor or the Employee determines that is required to complete his/her job requirements.

**MINIMUM QUALIFICATIONS REQUIRED:**

High school diploma or equivalent, supplemented by completion of secretarial or business school courses. Experience with office equipment; OR any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and abilities as determined by the Fire Chief.

**REQUEST FOR WAIVER:**

A request for waiver from a specified job requirement or qualification within this General Order will be considered when the following is submitted, in writing, as part of the application package: 1.) A letter detailing which requirement or qualification the applicant is requesting a waiver for. 2.) State the reason(s) why the waiver is being requested.