



## **JOB DESCRIPTION**

**TITLE:** Fire Dispatcher  
**DEPARTMENT:** Social & Protective Services  
**DIVISION:** Community Services  
**LEVEL:** N/A

Job Desc. Last Updated: June 2015

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### **JOB SUMMARY**

Under the direction of the Captain, Preplanning and/or the Duty Chief, the Dispatcher assists in coordinating, preparing and updating preplans and maintaining departmental maps. The Dispatcher is responsible for radio and telephone work performed at the Central Island Fire Communications Centre; receives and transmits radio and telephone messages and alarms to Fire Stations and mobile apparatus throughout the City and adjacent areas. Work involves periods of intense activity requiring the exercise of considerable care and independent judgment. The Fire Dispatcher operates the Computer Aided Dispatch (CAD), Records Management System (RMS), and other communication systems. The Dispatcher prepares incident reports, inputs and prepares data from reports and performs basic office and clerical duties, as required.

### **TYPICAL DUTIES AND RESPONSIBILITIES**

1. Receives incoming fire emergency 911 calls.
2. Interrogates callers, composes information, and enters dispatch information into the FDM CAD system (Computer-Aided Dispatch).
3. Determines from the caller the nature of the emergency and the urgency of the response required.
4. Dispatches emergency response units and personnel according to Department Policy and Operational Guidelines and notifies support agencies as required.
5. Receives and transmits all information over selected radio frequencies.
6. Monitors "units status and location" of the City of Nanaimo Fire Department apparatus at all times and records and conveys pertinent information to responding personnel.
7. Monitors "status" of selected RDN and CVRD fire districts.

**TYPICAL DUTIES AND RESPONSIBILITIES (Cont)**

8. Receives routine telephone calls, responds to general inquiries in accordance with department policy, takes messages and transfers the information to the appropriate personnel.
9. Records and monitors information such as hydrants, road closures, alarm testing; and conveys necessary data to required personnel and/or other agencies.
10. Maintains dispatch area and related equipment in good working condition and reports any malfunctions or concerns to the Captain, Preplanning and/or Duty Chief.
11. Assist the Captain, Preplanning with training and/or mentoring new employees.
12. Performs other duties as required.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of the Fire Department and Emergency Service functions; understands the differences between fire prevention, fire suppression, support services and specialty skills available within the department.

Ability to present a neat appearance and deal tactfully and effectively with the public and co-workers.

Ability to communicate clearly and concisely on both telephone and radio with a good command of the English language.

Ability to ascertain the urgency of calls, obtain complete and accurate information from callers and dispatch units accordingly.

Ability to deal with stressful situations and rapidly changing conditions, handle multiple tasks within short time frames, and to maintain composure and control during periods of emergencies.

Ability to work independently without supervision and/or as part of a team for long periods of time.

Familiar with the geographical area and landmarks of the City of Nanaimo, Regional District of Nanaimo and Cowichan Valley Regional District.

Proficient computer skills in word processing programs (such as *Word*); in spreadsheet programs (such as *Excel*), with a minimum keyboarding speed of 50 words per minute.

**MINIMUM TRAINING AND EXPERIENCE REQUIRED**

Grade 12 Diploma and post-secondary education in a relevant field such as emergency communications and/or public safety.

Or an equivalent combination of skills and experience.

Valid Class 5 BC Driver's Licence.

**DESIRABLE TRAINING, EXPERIENCE AND/OR CERTIFICATION**

Knowledge of basic fire codes, various information retention systems and an understanding of mapping and preplan systems.

Experience in dispatch, operating a busy switchboard and customer service.

Experience monitoring and controlling communications, audio, message, and information media.

Basic First Aid and CPR C.

**GENERAL STANDARDS**

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health and Safety (OHS) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes in maintaining a respectful, safe and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity and fairness.

Takes responsibility for reducing energy consumption within the scope of the job duties.

Meets the City's core competencies in the areas of Building Relationships, Developing Self & Others, Focusing on Customer, Communicating Effectively, Thinking Strategically and Collaborating for Results.

Adheres to City policies and objectives.

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