CANDIDATES WILL BE REQUIRED TO WORK ON ROTATING SHIFTS, INCLUDING NIGHT HOURS, WEEKENDS AND HOLIDAYS. THE SHIFT CONSISTS OF TWO DAY-TIME SHIFTS, FOLLOWED BY TWO NIGHT-TIME SHIFTS, WITH FOUR DAYS OFF. OVERTIME IS REQUIRED TO ENSURE OPERATIONAL STABILITY OF THE COMMUNICATIONS CENTER.

FIRE COMMUNICATIONS OPERATOR

OPEN EXAMINATION – 12 MONTH PROBATIONARY PERIOD

SALARY \$4,380 - \$5,719 per month (An 8% PERS contribution is deducted from the listed salary for employee's benefits.)

FILING PERIOD Open/Continuous Examination. Recruitment may close at any time. **BENEFITS**

Compressed 12-hour day work schedule; Annual vacations range from 80 to 160 hours; 24-hours of annual holiday leave with remainder of 106 total hours paid monthly at straight time; Sick leave accumulation at the rate of 8 hours per month; Health and dental insurance plan choices; and California Public Employees' Retirement System two and one-half percent (2.5%) at 55 formula. Extra pay of \$100.00 per month for employees that qualify as foreign language interpreters and 50% college tuition/books reimbursement.

THE POSITION

Under general supervision, performs the full range of radio-telephone operational duties in the dispatch of public safety personnel and equipment and specialized operational duties. ESSENTIAL FUNCTIONS of the job include, but are not limited to the following: Receives, identifies and accurately evaluates emergency and routine calls for fire and paramedic services, providing pre-arrival EMS instructions and life saving directions over the telephone, refers calls to other agencies and makes required notifications as appropriate. Maintains status of all equipment, personnel and apparatus within system as to location and availability, ensuring optimum coverage is achieved throughout the system. Determines appropriate personnel, apparatus and equipment to be dispatched using radio and/or computerized systems. Relays, follows, repeats and remembers moderately complex oral and written instructions, information and directions. Develops speed and accuracy in performing job duties & responsibilities, including operating radio consoles, computer terminals and associated communications equipment, performing troubleshooting techniques and minor maintenance as required. Works with geography/street files and reads maps, manuals, notebooks, memorandums, policies & procedures and posted information. Monitors appropriate police and fire agencies' emergency radio systems. Monitors facility security and various alarm systems. Performs research and clerical work related to assigned tasks, projects and reports. May train others to perform essential duties. Performs needed cleaning and maintenance duties to center facilities and other related duties as assigned or as the situation requires. Assumes responsibility for ensuring the duties of the position are performed in a safe, efficient manner.

MINIMUM REQUIREMENTS

Knowledge, Skills, Abilities

Ability to: learn automated and manual telephone, radio, computer and other systems; learn fire equipment and resources capabilities and develop strategy for various types of fire and rescue emergencies; learn and apply practices, policies & procedures, including mutual, automatic, and initial action aid agreements; read and comprehend street maps, learn and retain a workable knowledge of cities, roadways, major building and geography of system and surrounding jurisdictions; simultaneously touch type at a speed of 30 wpm while conversing on telephone and/or radio; hear multiple normal level conversations simultaneously, distinguishing between voices and sources to ascertain relevant information guickly and accurately; understand, retain, repeat and carry out simple and complex oral and written instructions; react quickly, efficiently and calmly in emergencies and stressful situations; speak and enunciate clearly, distinctly and correctly with good modulation; read, write and comprehend directions in English, using proper grammar and spelling; make routine decisions in accordance with established policies, procedures, regulations and ordinances; consistently exercise good judgment and reasoning; work tactfully, courteously and effectively with the public and with other employees; work with or without close supervision; work rotating shifts, including nights, weekends and holidays, and respond to emergency recall; work in a confined, low light environment for extended periods of time while seated; participate in an extensive, comprehensive on-the-job training program to develop necessary skills to meet standards of performance for the classification by the end of the probationary period.

OTHER CHARACTERISTICS

Willingness to: work rotating shifts, including nights, weekends and holidays; attend training classes in communications and Fire Department procedures; actively participate in an extensive, comprehensive on the job training program; wear uniforms, headsets and work overtime as requested or in emergencies; assume responsibility for maintaining a safe working environment; work tactfully, courteously and effectively with the public and with other employees; work with or without close supervision; work rotating shifts, including nights, weekends and holidays, and respond to emergency recall; work in a confined, low light environment for extended periods of time while seated; participate in an extensive, comprehensive on-the-job training program to develop necessary skills to meet standards of performance for the classification by the end of the probationary period.

EXPERIENCE

Experience which demonstrates possession of the knowledge, skills, and abilities listed. **EDUCATION/TRAINING**

Graduation from high school or attainment of GED or CHSPE certificate. Completion of some college course work highly desirable.

LICENSE

Valid California Class C driver's license is required. Possession of a valid cardiopulmonary resuscitation (CPR) card within 60 days of employment.

DESIRABLE QUALIFICATIONS

Bilingual with Spanish and/or Armenian and prior experience in two way radio operation in a public safety emergency communications dispatch system or knowledge of computer video terminal operations.

SPECIAL CONDITIONS

Unless otherwise exempted, no employee of the GFD shall have any visible tattoos or other skin markings. For further information regarding this policy, please contact Human Resources at (818) 548-2110.

Smoking is not permitted inside fire facilities or vehicles or while in uniform. Requires wearing uniforms, headsets and working in a closely situated work area.

NOTE

An equivalent combination of experience, education and/or training may substitute for the listed minimum requirements

SELECTION PROCESS

The examination will consist of an evaluation, performance exam and an oral exam, with the evaluation and performance as qualifying steps and the oral exam worth 100%. The performance exam will assess the candidate's ability to accurately type 30 wpm net. Please note that only the top scoring applicants, with a passing score of at least 70.00 from the written exam, will advance to the next phase of the selection process. All applications, resumes and submitted reference materials will be reviewed and evaluated and only the best-qualified candidates based on applicable experience will be invited to the selection process. Any evaluation will be based on the candidate's education and experience as related to the position. Any examination will be to evaluate the candidate's experience, education, training, personal fitness and inter-personal skills necessary for the position. The City of Glendale reserves the right to modify the above-stated examination components and/or weights. Should this be necessary, the candidates will be notified of the specific examination components prior to the administration of any examination.

BACKGROUND INVESTIGATION

A comprehensive background investigation will be conducted on all finalists, to review and verify personal history including, but not limited to financial responsibility, criminal history, drug use history, driving record, and verification of application materials. Significant issues or omissions in the above-stated areas may be grounds for disqualification. Background investigation will include a polygraph. Candidates will also be required to pass a pre-placement medical examination which will include a psychological evaluation.

TIME AND PLACE OF THE EXAMINATION WILL BE ANNOUNCED. The City of Glendale conforms to State and Federal obligations to make reasonable accommodation for applicants and employees with disabilities. The Human Resources Department asks that it be advised of special needs at least five days prior to the first test part so that a reasonable accommodation may be made. The provisions of this bulletin do not constitute an express or implied contract. In compliance with the

Immigration Reform and Control Act of 1986, the City of Glendale requires that all new employees provide documentation to establish both work authorization and identity.

FIRE COMMUNICATIONS OPERATOR Date Posted: 01/19/2010 Bulletin #7336 (Fire Communications Operator-10)

Please Note: The City of Glendale does not accept applications for positions that are not currently open.

An official City application is required for all positions. Application materials may be downloaded or obtained from:

City of Glendale Human Resources Department
613 E. Broadway, Room 100
Glendale, California 91206
(818) 548-2110
You may also email your request for application materials to
COG HR@ci.glendale.ca.us.
The City of Glendale does not accept emailed or faxed applications.

A completed City application must be received by the City of Glendale Human Resources Department by the closing date stated on the job bulletin. Late applications will not be accepted. Jobs that have "No set filing date" may be closed at any time without prior notification.