

**ROLE SUMMARY**

Receives 9-1-1 emergency calls, non-emergency calls, and requests for service from other agencies (police and ambulance, etc.). Dispatches the appropriate fire department personnel and other resources to emergency calls for all fire departments dispatched by Saanich Fire Department.

Provides radio and information support to field units. Coordinates communications between fire departments in mutual aid situations. Requests the dispatch of other agencies in accordance with procedures and instructions. Ensures information on file is current for all agencies dispatched and that their emergency dispatch procedures are up to date at all times.

**QUALIFICATIONS**

- Completion of Grade 12.
- 6 months experience in customer service capacity including receiving customer enquires while operating a multi-line telephone system and/or radio.
- A typing certificate dated within six months of the competition posting from a recognized institution indicating a speed greater than 40 WPM.
- A hearing audiogram report from a registered audiologist, dated within six months of the competition posting.
- Visual ability to effectively operate computerized and other related equipment, including the ability to distinguish colour-coded text, images, and icons on computer screens and radio terminal equipment.
- Valid Class 5 BC Driver's Licence.
- A full and complete Police Information Check from the police department serving the area the candidate resides within, dated within three months of the competition posting or a receipt showing that one has been requested.
- Strong written and verbal communication skills; ability to communicate verbally in English to ensure clear understanding.
- Experience or training in standard computer applications including word processing, spreadsheets, electronic mail and internet.
- An equivalent combination of education and experience may be considered.
- Knowledge of fire department incident command system.

**DUTIES AND RESPONSIBILITIES**

- Receives all fire emergency calls or requests for assistance from the public or other agencies. Obtains all pertinent information from the caller and records the details in the prescribed manner.
- Assesses emergency calls to determine response requirements. Dispatches, in a timely manner, fire resources and equipment, from the fire department involved, according to standard operating guidelines.
- Receives and makes mutual aid calls in the case of large fires. Dispatches and coordinates appropriate fire department(s) resources and coordinates communications between fire departments.
- Monitors fire department radio communications and equipment and automatic fire reporting systems.
- Maintains radio contact, during fire incidents, with fire department personnel (local and regional) and provides operational support by relaying requests for additional resources and equipment or by contacting other emergency services.

- Notifies senior staff and other on-call resources.
- Monitors and records operational status and location of all personnel, companies/apparatus in the prescribed manner.
- Ensures that apparatus 'move-ups' are managed to ensure an appropriate distribution of fire department resources within standard operating guidelines and in consultation with the on-duty Platoon Captain.
- Receives non-fire related calls (e.g. ambulance, police, hydro, Public Works) and refers the caller to the appropriate response agency and, when necessary, takes the information and calls the agency.
- Receives calls regarding regulations and bylaws and provides information, or when appropriate, refers the caller to the appropriate person, or takes the caller's number and notifies department personnel.
- Monitors the Public Works emergency phone line during non-business hours, receives calls, takes pertinent information, determines if the problem involves Public Works and dispatches Public Works employees in the order specified in the call-out lists.
- Monitors, operates and tests a variety of telecommunications, computer, radio, voice logging, and paging equipment used in the Dispatch Centre.
- Performs backup procedure tests as required and is capable of performing all duties using the primary or secondary (manual) systems.
- Performs regular upkeep and minor maintenance duties in the Dispatch Centre, and ensures Dispatch Centre is clean and prepared for the dispatcher on the next shift.
- Performs a variety of support duties for client fire departments.
- Assists Department personnel with routine Computer Aided Dispatch (CAD), Records Management System (RMS), matters in the absence of the Communications Officer.
- Maintains regular communication with Department officers and supervisors, keeping them fully informed of all non-routine, urgent and/or controversial matters.
- Supports and upholds the established policies and objectives of the District of Saanich and the Department in all areas of activity.
- Maintains cooperative working relationships with employees, management, clients and the public.
- Responds to inquiries from the media in accordance with current operating guidelines.
- Delivers public education and information presentations throughout the community as assigned.
- Performs other related duties as required.

## **HOURS AND SCHEDULE OF WORK FOR ALARM DISPATCHERS**

Alarm Dispatchers are shift workers. The normal hours for day shifts are 0600-1800 hours and night shifts are 1800-0600 hours. Permanent Part-time and Casual Alarm Dispatchers may be utilized for peak operational periods (partial shifts) and backfill for vacation, illness, training or scheduled time off. In addition to pre-scheduled staffing requirements, Alarm Dispatchers are expected to be available for short notice staffing requirements including emergency call-in support for large scale incidents.