

<p style="text-align: center;"><b>Town of Derry, New Hampshire</b> <b>Position Description</b></p>
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Position Title: **Fire Dispatcher**

Department: Fire

Reports To: Dispatch Supervisor

Date: November 2018

**GENERAL SUMMARY:**

Under general supervision of the Dispatch Supervisor, responsible for receipt and transmission of radio and telephone messages and the dispatching of fire and emergency medical response personnel and equipment.

**ESSENTIAL JOB FUNCTIONS:\***

- Receives emergency requests for fire suppression, emergency medical assistance, and other emergency services; dispatches appropriate personnel and equipment.
- Determines nature of required assistance, location and other pertinent information; differentiates between routine, priority, and emergency requirements; transmits pertinent information regarding service requirements; maintains constant radio contact with personnel responding to emergency situations; assigns backup assistance as required.
- Performs Fire Station reception and communication duties including assisting walk-in customers, receiving and logging visitors and vendors, issuing fire permits, answering phones, relaying messages and making department announcements.
- Conducts regular tests of emergency dispatch equipment for Town and neighboring communities.
- Maintains electronic data and log books of equipment in and out of service, road closures, traffic conditions, and other pertinent information.
- Inputs, edits and processes data, including pre-plan and NIFR reports. Updates website, operates electronic signs and AM radio station.
- Maintains clean working area.
- Promotes and maintains positive community relations.
- Runs quality control checks on all equipment to ensure its safe and reliable operation; provides related status reports.

**OTHER DUTIES AND RESPONSIBILITIES:**

- Performs other related duties as required.

**SKILLS/EXPERIENCE/TRAINING REQUIRED:**

- Duties require knowledge of fire science, emergency medical response and radio communications equivalent to completion of high school diploma and one to two years of related experience, or equivalent combination of education and experience.

- Considerable knowledge of computer software as applied to office applications: word processing, spreadsheets, and data base management.
- Ability to learn the principles involved in the operation of radio, telephone, computer, and related communications equipment.
- Ability to learn local and State laws and ordinances as required.
- Ability to learn the Town's geographic areas.
- Ability to assimilate a multitude of unrelated information and activities at once and identify possible emergency contingencies.
- Ability to detect the scope and magnitude of an emergency and to think and act quickly, calmly, and accurately.
- Ability to speak concisely and distinctly.
- Ability to maintain required records and perform typing.
- Ability to establish and maintain effective working relationships with others.
- Ability to maintain the confidentiality of sensitive information.

#### **SUPERVISORY RESPONSIBILITY:**

This job has no supervisory responsibilities.

#### **WORKING CONDITIONS/PHYSICAL DEMANDS:**

- While performing the duties of this job - the employee is frequently required to sit; talk and hear; use fingers, hands and arms to handle, reach and/or operate basic office equipment, objects, tools or controls. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- Must be able to hear information provided by persons on telephone or customer service window; must be able to differentiate separate conversations in active, distracting environments; must be able to hear and understand radio traffic from units responding to or from emergency scenes.
- Must be able to speak and enunciate clearly and at a level audible to others, must be able to speak clearly in stressful situations, must be able to verbally communicate with callers, window customers, and other personnel.
- Predominately normal office environment; may spend periods in non-office environments including emergency scenes.
- Periods of standing and walking.
- Extended periods at communications terminal, on telephone, or operating other office machines requiring eye-hand coordination and finger dexterity.
- Console/communications desk environment, subject to continuous telephone and radio calls and interruptions and high noise level.

- Will deal with urgent, emergency calls; emotional callers, and short response deadlines which may produce recurring intervals of high stress.

### **JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY:**

The incumbent is expected to protect the privacy of all patient information in accordance with the Department's privacy policies, procedures, and practices, as required by federal [and state] law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with the Department's policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment with the Derry Fire Department.

The incumbent may access protected health information and other patient information only to the extent that is necessary to complete job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other department operations.

The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding the Department's policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.

The incumbent is expected to actively participate in Department privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with Department policy.

### **DISCLAIMER:**

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees, assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.

**\*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**