

IMMEDIATE OPENINGS

JOB TITLE: FIRE DISPATCHER

DEPARTMENT: COMMUNICATIONS

REPORTS TO: COMMUNICATIONS DIRECTOR

PAY RATE: \$1917.52 bi-weekly

JOB SUMMARY:

Fire Dispatchers perform highly responsible duties. They handle the reception and dispatching of emergency and routine calls to the Fire Department in order to protect life and property of the citizens of the Town of North Providence and the City of Pawtucket. They must insure calls are answered and transferred in a timely, professional, and also perform secretarial desk duties required for day to day operations of the Fire Dispatch Center. This is a fast pace facility where the applicant must have the ability to multi-task hearing, speaking, visual, and typing skills.

ESSENTIAL JOB FUNCTIONS:

Uses a computer-aided dispatch system, receive emergency calls from the public requesting Fire and Medical assistance. Determine the nature and location of an emergency; determine priorities, and dispatch units as necessary and in accordance with established procedures; Receive and process 911 emergency calls; maintain contact with all units on assignment, maintain status and location of all Fire and Medical units; Monitor direct emergency alarms; answer non-emergency calls for assistance; Enter, update and retrieve information from a variety of computer systems; Monitor several complex public safety radio frequencies. Operate a variety of communications equipment, including radio consoles

MATERIAL AND EQUIPMENT USED:

Radio, Telephone, and related equipment

General Office equipment

Recording equipment

Camera surveillance equipment

In-House Computer System and Printers

LCD Display Alarm

Computer Mainframe and Back-Up equipment

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Graduate or GED equivalent

Must possess a valid Driver's License

Must be able to type a minimum of 20 words per minute as certified by the RI department Labor and Training (Certificate required)

Must be able to provide a medically certified document that he/she has passed a hearing test in Accordance with NENA Hearing Standards for Public Safety Telecommunicates NENA-STA-007.2-2014 (prior to hiring). Hearing – Must have sufficient hearing in both ears to perform essential tasks without posing a direct threat to themselves or others.

Must be able to provide a medically certified document that he/she has passed an eye examination (prior to hiring). Visual acuity –

- Visual Field Performance must be 120 degrees in the horizontal meridian combined. Corrected vision must be at least 20/30 (Snellen) when tested using both eyes together.
- Color Vision
- Applicants must be able to distinguish red, green, blue, and yellow as determined by the HRR Test, 4th Edition.
- Red or green deficiencies may be acceptable, providing the applicant can read at least nine of the first 13 plates of the Ishihara Test.
- Applicants who fail to meet the color vision standard may meet the standard by demonstrating that they can correctly discriminate colors via a field test conducted by a licensed health professional.

Minimum of 1-year experience in Fire Dispatching or Firefighter Field preferred

Mental and/or Physical Ability To:

Read and understand written directions, text, numbers and legal terminology. Both displayed on Computer screen and paper.

Learn proper dispatch procedures, including analyzing incoming information to determine the Level of resources required and the ability to prioritize calls.

Learn to operate radio, telephone, and related equipment operations.
Perform multiple tasks concurrently.

Maintain a calm, measured demeanor during periods of extreme stress.

Assimilate information and respond quickly.

Handle a wide variety and large volume of emergency calls. Establish effective professional working relationships with other Communications Operators, Supervisors, Police Officers, the general public, ambulance companies, wrecker companies, Fire service and EMS personnel, and members of other public safety agencies.

Hear, understand and orally communicate detailed information accurately and completely. Speak clearly and distinctly.

Deal courteously, professionally, and firmly with upset callers in order to obtain critical information.

Sit for prolonged periods of time. Employees are occasionally required to walk, stand, and/or move objects of up to 10 pounds.

See and read a computer screen and a variety of written materials, all of which require close vision abilities.

Employees must be able to reach and extend hands in any direction as well as handle, hold, grasp, turn, or otherwise work with hands.

Write reports and correspondence

Working Conditions:

Must be able to work a rotating shift or flexible hours as assigned. Some shifts may require extended stays at work exceeding 24 hours at one time.

Dispatchers work, Days, Nights, Overnights, Weekends, and Holidays.

May be subject to called back to work while off duty

Duties are performed in an office environment. Noise is generally quiet to moderate

The employee will be exposed to situations that could cause mental stress

REQUIRED TO SUBMIT WITH APPLICATION

CONDITION OF EMPLOYMENT:

Must pass a Police Department criminal background investigation, including fingerprinting (prior to hire)

Required to submit to an alcohol/drug screening (prior to hire)

Produce a medically certified document from a licensed physician stating that a hearing test was completed on applicant and that applicant is capable of performing the tasks of a Dispatcher as noted in Above MINIMUM QUALIFICATIONS. (prior to hire)

Produce a medically certified document from a licensed Physician or Ophthalmologist stating that an eye test was completed on applicant and that applicant is capable of performing the tasks of a dispatcher as noted in Above MINIMUM QUALIFICATIONS. (prior to hire)

Must pass a NAED National Telecommunicator Certification course (within 6 months of employment)
Paid for by the town of North Providence

Must pass an on the job training program performed by the Dispatchers on duty overseen by the Director of Communications (within 90 days of Employment)

POST APPLICATION PROCESS

A selection committee of up to four personnel as appointed by the Communications Director will perform the selection process. One of the selection committee members shall be a representative from the City of Pawtucket. After the application submittal period has ended the committee may conduct a written test with applicants if so desired. Passing grade is 70% or above. The written evaluation process will consist of a typing skill evaluation, memorization evaluation, and a speech evaluation. Then passing applicants will be then interviewed by the committee. Passing applicants with past experience will be preferred. At the conclusion of the evaluations, the committee could request a second interview with applicants if desired. At the conclusion of the process the applicants who pass the entire process will be ranked in order of preference and will have the ability to hire from within the list in no particular order.

If the Director so chooses, the written test may be omitted for all applied candidates where they will proceed directly to Interview process if qualified.

Lateral Transfers are accepted without Entrance exam and will receive an interview by the board as long as they have Fire Dispatching Experience or Firefighting background.

APPLICATION POSTED UNTIL JANUARY 24TH, 2022

PLEASE SUBMIT APPLICATION TO commsdirector@northprovidenceri.gov

Questions, please contact: commsdirector@northprovidenceri.gov

