



**FRASER VALLEY REGIONAL DISTRICT
E9-1-1 Fire Dispatcher (Part-Time)
2 Positions
Competition #2012-14**

Part-Time Fire Dispatchers are needed for work as and when required in the Fraser Valley Regional District E9-1-1 Fire Dispatch office located in Chilliwack.

Dispatchers must be available for shifts anytime in a 24 hour period, including weekends and holidays, sometimes on short notice, to cover for full-time dispatchers who work 12-hour shifts of 4 on (2 days and 2 nights) and 4 off. Shorter "cover shifts" of 4 hours duration are regularly scheduled.

The incumbent is responsible for efficient and effective Emergency Fire Dispatch service. Duties include responding to all emergency telephone and radio calls, inquiring for complete information, controlling, monitoring and operating a communication system, responding to public requests for assistance, and maintaining the dispatch centre, including all records.

Required qualifications:

- Either a graduate of an accredited public safety communications training program or have an equivalent combination of education and a significant amount of emergency dispatch experience.
- Experience and ability to operate desktop and network computer operating systems, common office applications and computer aided dispatch and perform simple computer troubleshooting and maintenance.
- Ability to communicate clearly and effectively.

The starting wage for this union position is \$23.94 per hour and the top of the incremental wage scale is \$28.56 per hour. There is an additional 10.2% of the wage rate paid in lieu of benefits, and employees, if eligible, have a future option of benefit participation.

If you are interested in applying for this position, please submit a detailed resume, along with a cover letter, indicating how you meet the qualifications. Please quote Competition #2012-14 and send, in confidence, by 4:30 p.m. on June 18, 2012 to:

jobs@fvrd.bc.ca or mail to:

Fraser Valley Regional District
Human Resources Department
45950 Cheam Avenue
Chilliwack, BC V2P 1N6

or fax confidentially to: 604-702-5461

FRASER VALLEY REGIONAL DISTRICT

CLASS DESCRIPTION

DATE: June 2012

1. CLASS TITLE: Fire Dispatcher
2. PAY SCALE: As per Schedule "D" of the Collective Agreement
3. DIVISION: Corporate Services
4. DEPARTMENT: Communications and Technology
5. ORGANIZATIONAL RELATIONSHIPS:
 - (a) Reports to: Manager of Communications and Technology
 - (b) Supervises: No supervision.
 - (c) Co-ordinates with: Fire Emergency Personnel as per Operational Guidelines, other Dispatchers and FVRD Management.

6. GENERAL ACCOUNTABILITY:

The incumbent in this class assists the Manager of Communications and Technology to achieve an efficient and effective E9-1-1 Fire Dispatch service through reliable performance of assigned duties. Duties include answering calls from all sources, inquiring for complete information, entering into the FDM CAD, paging out fire departments and other emergency services, assisting fire personnel who are on the scene and maintaining the fire dispatch centre and office, including all records. Protects the sensitive nature of all Regional District matters. Complies with the need for security of all files and information.

7. NATURE AND SCOPE OF WORK

- a. Responds to all emergency telephone, and radio calls from the E9-1-1 System which include Intergraph/CAD Interface, and other emergency lines or agencies as assigned (e.g. Chilliwack SAR, PEP).
- b. Ensures that all calls are recorded in accordance with authorized procedures.
- c. Ensures that all information regarding the incident such as location, type of emergency, etc. has been obtained prior to dispatching the appropriate fire hall or emergency service, all the time ensuring that the appropriate agency is dispatched in a timely manner.
- d. Receives, processes, records and files emergency calls and requests. Dispatches emergency crews for appropriate actions. Monitors calls in accordance with established procedures. Provides available back-up/ further information to fire chiefs on request.

- e. Provides information to callers from outside fire benefiting/local service areas or contract areas in accordance with authorized procedures.
- f. Ensures all information obtained during the course of duties is kept strictly confidential.
- g. Performs regular dispatch equipment and communications checks.
- h. Processes telephone and office inquiries of an administrative nature in accordance with authorized procedures.
- i. Under supervision, maintains and/or updates a variety of documents, files, data and reports including:
 - (1) 911 Fire Operational Guidelines
 - (2) User Defined Files on FDM computer data base
 - (3) Maps as appropriate/Strip Maps and Route Cards
 - (4) Fire Incident Reports as assigned
 - (5) Daily Journal
 - (6) Emergency Telephone Numbers
 - (7) Contact List
 - (8) Other Fire-related data and files as assigned.
 - (9) Property pre-planning and response databases.
- j. Maintains fire dispatch centre in a neat and organized manner. Carry out minor maintenance on equipment as qualified.
- k. Maintains a good working knowledge of all current operating procedures, systems and equipment, includes back up procedures.
- l. Performs other related duties as may be assigned by the Manager of Communications and Technology.
- m. Assignments and responsibilities are performed under general supervision according to established routine. Performance is subject to review, inspection, and evaluation by the Manager of Communications and Technology in accordance with established procedures.

8. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- a. Preferably a graduate of an accredited public safety communications training program, or have an equivalent combination of education and a significant amount of emergency dispatch experience, and a basic knowledge of fire fighting and risk management procedures.
- b. Ability to operate desktop and network computer operating systems, spreadsheet, word processing, and graphic drawing software, and effectively and efficiently utilize computer aided dispatch; have an ability to perform simple computer troubleshooting and maintenance.
- c. Excellent communications skills and experience, and be able to remain calm and focussed under pressure when dealing with people who are in stressful or crisis situations, or who are angry, upset, distraught or confused.

- d. Must speak English fluently and have excellent verbal communication skills with the ability to express oneself clearly and effectively over both radio and telephone, be easily heard and understood by the caller, and obtain accurate information.
- e. Ability to read maps, and have either a good knowledge of the geography of the FVRD and the RDNO, or the ability to learn it very quickly.
- f. Demonstrates maturity, sound judgement and the ability to make a fast but considered decision, and is able to remain calm, courteous, tactful and diplomatic in dealing with the public by telephone and during periods of intense work activity.
- g. Ability to work well as part of a small team, but also to work alone and unsupervised as required.

9. WORKING CONDITIONS

The incumbent shall work shifts in accordance with published schedules and/or temporary shifts and overtime as directed. The incumbent, upon hiring, will have union dues deducted from source in accordance with the Collective Agreement.

The incumbent in this position provides a service essential to the life, health and safety of the public as defined in *The Industrial Relations Act*, Part 8.1, Sections 137.7(2), 137.7(3) and 137.8.