



CITY OF GLENDALE
Human Resources Department
613 E. Broadway, Room 100
Glendale, CA 91206
<http://www.glendaleca.gov/>

**INVITES APPLICATIONS FOR THE POSITION OF:
Fire Communications Operator (42 Hour)**

An Equal Opportunity Employer

SALARY: \$3,933.17 - \$6,036.17 Monthly

OPENING DATE: 11/13/17

CLOSING DATE: 11/28/17

FLSA STATUS: Non-Exempt

EXAMINATION TYPE: Open Examination

PROBATIONARY PERIOD: One year

PERS/PARS CONTRIBUTION: The applicable retirement contribution (PERS/PARS) is deducted from the listed salary/wage for employee's retirement benefits.

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, provides 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.

Uses established policies & procedures, independent judgment, common sense and reason to make rapid and accurate decisions to achieve an effective initial or alternate course of action.

Performs multiple, routine and complex dispatch tasks simultaneously.

Responds calmly and effectively in emergency and stressful situations.

Develops speed and accuracy in performing job duties & responsibilities, including operating radio consoles, computer terminals and associated communications equipment, performing minor maintenance as required.

Studies, reviews, and trains in communications and fire department operations to develop a complete and accurate concept and understanding of the nature of work.

Effectively communicates and coordinates in a teamwork environment with co-workers, other agencies, departments and the public, exercising strong customer service and group dynamic skills.

Possesses a high level of awareness to all Center activity and effectively anticipates and plans for probable tasks which will require immediate action.

Works with and understands geography/street files and reads maps, manuals, maintains notebooks, memorandums, policies & procedures and posted information.

Monitors appropriate police, fire and ambulance agencies' emergency radio systems.

Monitors facility security and various alarm systems.

Performs research and clerical work such as preparation of logs, reports, forms and updates of information and files in a timely manner.

Performs assigned and needed cleaning and maintenance duties to center facilities.

Ensures Department services are provided with exceptional customer service and the highest level of ethical standards.

May be required to participate in related departmental cross-training efforts based on operational necessity. Experience and qualifications gained in this cross-training may apply towards promotional opportunities and transfers.

May drive on City business depending upon the needs of the position.

Assumes responsibility for ensuring the duties of their position are performed in a safe, efficient manner.

Performs other related duties as assigned or as the situation requires.

MINIMUM REQUIREMENTS

Knowledge, Skills & Abilities

Skill in:

Resourcefulness and organization, initiative and self motivation.

Ability to:

Accept close supervision, criticism and/or discipline and work within an established chain of command organizational structure.

Accurately assess problems and understand needs & situations.

Acquire knowledge of communications rules, regulations, theory, operations, equipment, principles & capabilities, limitations & backup system alternatives.

Act in a decisive, tactful and courteous manner, using good judgment, common sense & reason.

Anticipate needs and evaluate alternatives and contingencies.

Control conversations, quickly gathering pertinent and relevant information.

Develop knowledge of cooperating agency procedures and resources - mutual aid.

Exercise tact & diplomacy, striving to promote a positive & cooperative atmosphere.

Hear multiple normal level conversations simultaneously, distinguishing between voices and sources to ascertain relevant information quickly and accurately.

Learn fire equipment and resource capabilities and develop strategy for various types of fire & rescue emergencies.

Learn new information and initiate improvements in technical and procedural areas.

Learn and quickly apply rules, practices, policies & procedures, including mutual, automatic, and initial action agreements, and to interpret them correctly.

Maintain emotional stability, patience, loyalty and commitment to the organization.

Model and practice the highest standards of ethical conduct.

Obtain certification to provide emergency medical pre-arrival instructions.

Provide exceptional customer service to those using the Fire Department.
Quickly and accurately follow written and oral instructions.
Rapidly & accurately operate complex computerized & mechanical equipment.
React quickly, efficiently and calmly in emergencies & stressful situations.
Read and discern visual images on a variety of media including multiple screens and computer systems.
Read and understand street maps, learn and retain a workable knowledge of cities, roadways, major buildings and geography of system and surrounding jurisdictions.
Read, write legibly, spell, comprehend & communicate effectively in proper English.
Speak clearly, distinctly and correctly with good modulation.
Take initiative and exercise dependability, maturity and self-confidence.
Take notes, organize information & thoughts and develop notebooks, projects, records and reports.
Type at least 30 words per minute (net) while conversing on telephone and/or radio.
Understand, retain and repeat simple and complex oral and written instructions.
Use work time properly and productively, producing high quality, accurate work.
Work closely with others in a teamwork environment, actively supporting team concepts.
Work in confined, low light environment for extended periods of time while seated.

Other Characteristics

Willingness to:

Assume responsibility for maintaining a safe working environment.
Attend training classes in communications and Fire Department procedures.
Participate in an extensive, comprehensive on the job training program, developing necessary skills to meet standards of performance for the classification by the end of the probationary period.
Work overtime as requested or in emergencies.
Work rotating shifts, including nights, weekends and holidays and respond to emergency recall.

Experience

Experience sufficient to successfully perform the essential duties of the job such as those listed above.

Education/Training

Graduation from high school or attainment of GED or CHSPE certificate.

License(s)/Certification(s)

Valid Class C California driver's license.
Possession of a valid cardiopulmonary resuscitation (CPR) card within 60 days of employment.
Certification in ICS-100, ICS-200, ICS-700, ICS-800 (Incident Command System) by the end of the probationary period.
Emergency Medical Dispatching (EMD) Certificate by the end of the probationary period.

Desirable Qualifications

Bilingual abilities in languages spoken in the communities served by the Verdugo Fire Communications Center.
Prior experience in two way radio operation in a public safety emergency communications dispatch system.
Knowledge of Computer Aided Dispatch (CAD) systems.
Knowledge and Certification in Resource Ordering and Status System (ROSS).
Knowledge of public-safety related computer operations/systems/software.

Special Conditions

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.

TATTOO POLICY: Unless otherwise exempted, no employee of the GFD shall have any "visible" tattoos or other skin markings. Tattoos, or other skin markings, shall be covered while on duty with a long-sleeved uniform shirt, long-sleeved work t-shirt, work pants, sweat pants or a tattoo wrap/sleeve (100% cotton-NFPA compliant) approved by the Department. Cosmetic tattoos on the face (e.g. eye brows, eye liner, and lip liner) and wedding band tattoos on the ring finger

will be reviewed by the Fire Chief on a case by case basis. Marks or scars from injuries or medical procedures are exempt from these policy restrictions. For further information regarding this policy, please contact Human Resources at (818) 548-2110.

Background Investigation

A comprehensive background investigation will be conducted on all finalists, which will 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 Livescan fingerprinting and a polygraph.

Note

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

SELECTION PROCESS

Entry-level examination - Veteran's Credit Awarded. All applicants must complete the supplemental application in order to be considered for this position. NOTE: If you respond "No" to any of the items on the supplemental applicant, you may be disqualified from the recruitment. The examination will consist of an evaluation, supplemental application, written examination, performance exam and an oral examination, with the evaluation, supplemental application, written examination, and performance examination as qualifying steps and the oral examination worth 100%. The written examination will be a video based test designed to simulate dispatching duties and tasks and assess the applicant's ability to perform these tasks. The performance test will assess the candidates ability to type at least 30 word per minute (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 most highly qualified applicants will be selected to participate in the selection process. The evaluation will be based on the candidate's education, experience and overall preparation for this position. Any examination will be to evaluate the candidate's education, experience, knowledge and skills 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 and weights prior to the administration of any examination. TIME AND PLACE OF THE EXAMINATION WILL BE ANNOUNCED. The City of Glendale conforms with 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.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:
<http://www.glendaleca.gov/>

Job #8252
 FIRE COMMUNICATIONS OPERATOR (42 HOUR)

Fire Communications Operator (42 Hour) Supplemental Questionnaire

- * 1. Would you be willing and able to work an assignment with a shift schedule, with a potential of working a 12 hour shift? For example, a day shift is usually 6:30 AM to 6:30 PM, and the night shift is usually 6:30 PM to 6:30 AM.
- Yes No
- * 2. Would you be willing and able to change work shifts every six months, or as staffing needs require?
- Yes No

- * 3. Would you be willing and able to, depending on your assigned work schedule, work weekends, holidays and evenings?
 Yes No

- * 4. Would you be willing and able to work overtime, as needed?
 Yes No

- * 5. Would you be willing and able to receive a monthly rating of your job performance, both the positive and the areas that need improvement?
 Yes No

- * 6. Would you be willing and able to respond pleasantly and quickly to multiple interruptions and requests?
 Yes No

- * 7. Would you be willing and able to be discreet and maintain the confidentiality of the information to which you are exposed?
 Yes No

- * 8. Would you be willing and able to professionally handle situations when confronted with abusive language or behavior and provide courteous and exceptional customer service to all people with whom you come in contact, including those who may not observe the same courtesy level with you?

- * 9. Would you be willing and able to interact patiently, in person and/or on the phone, with people with whom it may be difficult to converse because they are upset, irrational, intoxicated, or for who English is a second language?
 Yes No

- * 10. Would you be willing and able to undergo a thorough background investigation, which includes, but is not limited to: the review of legal documents; police and driving records; financial responsibility; your motor vehicle insurance; and questions made to, and comments received from family members, spouse, ex-spouse(s), neighbors, business references, etc.?
 Yes No

- 11. If you have answered "No" to any of the above questions and want to explain, you may use this section.

- * 12. How did you FIRST learn about this position?
 - City of Glendale Website
 - Visited Human Resources in person
 - Currently a City employee
 - Friend or relative
 - Saw job posting somewhere
 - GTV6

LinkedIn

Twitter

Other

* Required Question