

**TOWN OF PORTSMOUTH, RI
FIREFIGHTER/-DISPATCHER**

Department:	Fire Department
Reports to:	Fire Chief or Shift Commanding Officer
Supervises:	N/A
Position Status:	Non-Exempt
Union/Non-Union:	Non-Union

Position Summary/Purpose:

The purpose of this position is to be responsible for receiving and prioritizing routine and emergency radio and telephone messages in the Fire Department, and for accurately and efficiently dispatching calls for fire, rescue or medical emergencies. The Firefighter/- Dispatcher is required to exercise judgment in performing the dispatch function and is responsible for maintaining and improving upon the efficiency and effectiveness of all areas of their responsibility.

Essential Job Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Receives telephone messages dealing with emergency situations; dispatches calls to Portsmouth Fire Department or other mutual aid departments to respond as appropriate. Determines quickly the appropriate agencies or units to respond, including fire, rescue, ambulance services, and/or mutual aid departments.
- Maintains contact with emergency vehicles to confirm their safety, duty status and availability for new assignments.
- Answers non-emergency phone calls and provides assistance to callers; transfers calls to the appropriate person or department. Responds to persons entering Fire Station to conduct business or ask questions. Takes information for burning permits as necessary.
- Monitors radio frequencies and communicates with personnel in the Portsmouth Fire Department and East Bay Control Units (nearby towns, hospitals, coast guard, etc.).
- Coordinates responses with hospitals, other agencies, med-flight, marine/coast guard units.
- As East Bay Control station, must be able to determine which other units from other towns are available for second call for service.
- Records phone and radio calls, in the required data systems, for each call for service or fire-initiated incident, training session, transport, etc.
- Conducts all work in a safe manner and all work safety practices are followed.
- Consistent on-site and on-time attendance is essential for this position.

Other Functions:

- Performs similar or related work as required, directed or as situation dictates.
- Continues required training; keeps current with trends and state, local and federal regulations.
- Assists other Town staff as needed to promote a team effort to serve the public.
- Receives EMS training to the First Responder level.
- Provides basic First Aid/EMS when necessary.
- Participates in typical in-house firefighter training at the Firefighter I/II level.
- Performs basic firefighter functions when deemed appropriate by the Fire Chief.

Minimum Required Qualifications:

Education, Training and Experience:

High School degree or GED with 1-2 years of public safety type experience preferred; or any equivalent combination of education, training and work experience.

Special Requirements: None

Knowledge, Skills and Abilities:

- Knowledge and skill in the operation of radio receiving and transmitting equipment, Town geography, and Department's organization, terminology and procedures.
- Knowledge of dispatching protocols. Ability to read and understand laws, ordinances, Department rules and instructions.
- Knowledge and skill in operating a computer, E-911 emergency system, radio consoles, and dispatcher phone system.
- Ability to react quickly and calmly under emergency conditions.
- Proficiency in oral and written communications. Ability to speak clearly, in a well-modulated voice and to use good diction. Ability to write reports and maintain routine records.
- Ability to work independently, according to policies and general objectives, with only occasional reference of specific cases to supervisor. Ability to prioritize and multi-task.
- Ability to establish and maintain positive working relationships and to deal diplomatically and effectively with callers.
- Ability to meet ethical standards that reflect positively on Department.
- Ability to deal with stress of position.
- Ability to deal with diverse populations.
- Ability to work various shifts, as needed.
- Ability to follow written and oral instructions.
- Ability to react quickly to emergency situations and make quick decisions.
- Good computer and radio communication skills.
- High level of customer service skills.

Supervision:

Supervision Scope: Performs a wide variety of routine, technical and administrative responsibilities requiring knowledge of fire and rescue standard operating procedures. Performs responsibilities requiring independent judgment and initiative in accordance with procedures.

Supervision Received: Works under the direction of the Fire Chief or any other commanding officer; follows established Department regulations as provided.

Supervision Given: None.

Job Environment:

Dispatch and administrative work is performed in a moderately noisy small office with constant phone calls from the public and frequent contact with emergency and public safety personnel.

Requires the operation of a telephone, personal computers, copiers, facsimile machines, and other standard office equipment, as well as dispatch equipment, including radios, an emergency radio system, and specialized phone systems.

Makes frequent and periodic contact with the public on the phone for emergency calls, Town staff, state agencies, and emergency contractors. Communication is typically over a phone and/or radio. Some personal contact with the general public in the entry area. Contacts require a high level of efficiency, accuracy and diplomacy.

Errors in judgment or omissions could result in injuries to other employees, delays or loss of service, damages to buildings or equipment, and legal ramifications and/or potential liability.

Physical and Mental Requirements:

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor weather conditions		X		
Work in high, precarious places	X			
Work with toxic or caustic chemical	X			
Work with fumes or airborne particles	X			
Non-weather related – extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			
Driving		X		
Stress of emergencies				X

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Depends on the number of emergencies				
Standing		X		
Walking		X		
Sitting				X
Talking and hearing				X
Using hands/fingers to handle/feel				X
Climbing or balancing – stepping up into truck		X		
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms				X
Tasting or smelling	X			
Bending, pulling, pushing		X		
Use of dispatch equipment				X

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds -				X
Up to 50 pounds – emergency equipment				X
Up to 75 pounds – emergency equipment				X
Up to 100 pounds – accident victims– two person		X		
Over 100 pounds – accident victims– two person		X		

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very quiet (forest, isolation booth)	X			
Quiet (library, private office)		X		
Moderate noise (computer, light traffic)				X
Loud noise (siren and alarms)		X		
Very loud (jack hammer work)	X			

Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three-dimensional vision, ability to judge distances and spatial relationships)
- No special vision requirements

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)