

## JOB DESCRIPTION FIRE DEPARTMENT

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**JOB TITLE: FIRE COMMUNICATIONS OFFICER**

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FLSA CLASSIFICATION: Non-Exempt  
REPORTS TO: Communications Supervisor  
L. Ennis  
REVISED DATE: 10/27/2014

DIVISION: FIRECOMM  
PREPARED BY: Kenneth  
BASE PAY: \$27,500.00

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### **JOB DESCRIPTION:**

Under general supervision, the fire communications officer directly performs a variety of communications duties and is the first person who engages with the public in the protection of life and property within the FIRECOMM service area and the daily operations of all agencies directly partnered with FIRECOMM.

### **SCOPE:**

The fire communications officer will receive and process customers call for service (emergency or non-emergency) via telephone or radio and dispatch the necessary units and direct all calls to an immediate source of assistance. Maintain a constant status of information on all police, fire, and emergency medical service units. The fire communications officer will also perform a variety of general support and data entry duties, record keeping, word processing, filing and multi-tasking skills. Operation of a sophisticated communications system which allows contact with the public, police officers, firefighting personnel, and other emergency services is required. The fire communications officer will also be responsible for the operation and effective use of the E9-1-1 system.

### **KEY DUTIES AND RESPONSIBILITES:**

1. **Answering Telephone / E9-1-1 phones (can range from ½ hr to 6 hrs).** The fire communications officer is required to answer all incoming emergency and non-emergency calls for assistance via telephone or E9-1-1 system. The communications officer is also require to make outgoing calls in order to receive help for a citizen or gather information:

#### Main Activities:

- Answer administrative phone lines
- Answer seven digit emergency phone lines

- Answer E9-1-1 phone lines
- Transfer administrative calls to respective extensions
- Transfer emergency calls to the correct jurisdiction via either E9-1-1 system or emergency phone lines
- Call secondary emergency response companies such as AEP, Texas Gas Service, etc as needed for emergency incidents
- Answer forwarded lines from Public Utilities and Public Works after hours
- Call Public Utilities and Public Work crews after hours as per citizens requests
- Maintain a working relationship with all surrounding agencies via telephone and E9-1-1
- Answer and process any TTY/TDD calls for service via the TTY standalone device and or E9-1-1 system
- Perform related duties as required

2. **Answering Two-Way Radios (can range from ½ hr to 11hrs).** The fire communications officer is required to dispatch all units to any location in any emergency or non-emergency situation; keeps accountability of location of all units at all times and will assist in the remediation of any emergency scene within the FIRECOMM service area. The fire communications officer is also required to receive and dispatch after hour calls for other departments within the FIRECOMM service area.

Main Activities:

- Utilize a Zetron radio console
- Answer multiple radios through radio console
- Monitor interoperable and regional radio system channels
- Monitor emergency medical services radio for priority calls
- Create patches as needed for emergency incidents
- Dispatch units utilizing a two tone notification system
- Transmit and receive day to day operations on primary channels
- Wear at all times a radio headset for clear communications

- 3. Typing / Computer Work (can range from ½ hr to 8hrs).** The fire communications officer is required to input all Tex-Firs into a database program for record keeping purposes, type any and all memos and paperwork assigned, type county monthly reports, and report to the Texas Commission on Fire Protection.

Main Activities:

- Operate Microsoft excel
- Operate Microsoft word
- Operate Microsoft access
- Operate Windows software
- Utilize Fire House software
- Utilize Tyler Public Safety CAD software
- Utilize mapping solutions for quick dispatching
- Utilize Automatic Vehicle Location (AVL) software
- Utilize surveillance camera software
- Utilize controlled door access software
- Utilize radio and 9-1-1 recording software
- Utilize several web-based software for dispatching of volunteer personnel
- Perform general data entry into a Microsoft access database
- Perform scanning and electronic filing
- Create documents as needed for administration

- 4. Checking and maintenance of equipment (1 hr).** The fire communications officer is required to check all communications equipment on a daily basis for proper operation, readiness and daily maintenance.

Main Activities:

- Conduct test call to E9-1-1 system

- Conduct test call to administrative phone system
- Check recording software to ensure proper recording
- Check surveillance cameras for proper operation
- Check weather display board for proper operation
- Check TTY/TDD machine for proper operation
- Check radio console for proper operation
- Check radio headset for proper operation
- Check radio speakers for proper operation

**5. Training (can range from ½ hr to 8hrs).** The fire communications officer will be required to complete on the job training as well as certification training. The communications officer will sometimes be required to participate in trainings both in the dispatch center and out of the dispatch center.

Main Activities:

- Attend classroom environment training as assigned
- Attend hands-on training as assigned
- Participate in continued education course throughout employment
- Maintain certifications as requested by FIRECOMM
- Maintain certification requirements as requested and outlined by telecommunicators licensing authority TCLEOSE.

**6. Writing (can range from ½ hr to 8hrs).** The fire communications officer will at times need to manual document information in logs and reports for proper record keeping.

Main Activities:

- Keep written notes of emergency incidents when needed
- Provide written documentation of major events
- Maintain written logs as needed

- Fill out manual call logs as needed

***The duties listed above are intended only as illustrations of 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. 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***

### **EMPLOYMENT STANDARDS:**

#### 1. Ability to:

- Understand, read, and write both English and Spanish
- Distinguish color
- Input data at a reasonable rate of speed; type at least 40 words per minute
- Learn computerized equipment
- Speak clearly and distinctly; effective communications skills, both oral and written
- Hear and understand radio and telephone transmissions and respond appropriately
- Record and relay telephone information accurately under extreme emergency conditions
- Understand and follow directions
- Act quickly and effectively during emergencies
- Make accurate and quick decisions, often in emergency situation with little supervision
- Maintain composure and deal effectively with the public, staff, and other agencies
- Quickly identify proper jurisdictions

#### 2. Knowledge of:

- E9-1-1 concepts and equipment function

- Telecommunications networks
- Land mobile communications systems and dissemination
- Fire, Police, and EMS response area procedures
- Federal, State, and Local communications standards
- Knowledge of basic computer operations and related software

### **MINIMUM QUALIFICATIONS:**

#### 1. Education:

- Any acceptable education and experience providing the knowledge, skills, and abilities cited above
- Graduation from high school or possession of an acceptable equivalency diploma.

#### 2. Training and Experience:

- One (1) year experience in public safety telecommunications
- A preferred qualifying background would include prior experience and/or training in public safety telecommunications and or customer service work
- Equivalency Application is required at time of interest in position

### **LICENSES OR CERTIFICATES:**

1. This classification may require the use of a city vehicle while conducting city business
2. Must possess a valid (Class C) Texas Driver's License and have an acceptable driving record
3. Must be eligible to obtain Telecommunicator License from TCLEOSE
4. Ability to obtain or complete training to meet job tasks at hand
5. Must attend safety, first aid, and CPR classes with class completion or certificate
6. Must have a valid insurance policy

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

1. Must be at least eighteen (18) years of age
2. Graduation of high school or GED equivalent required
3. Must have authorization to work in the United states

4. Must submit to and pass a pre-employment drug and alcohol screen
5. Must be able to pass physical abilities test/post offer of employment
6. Must have not been adjudicated guilty of any felony federal or state charge.
7. Must have not been adjudicated guilty any misdemeanor charges of a Class B or higher within the last ten (10) years.
8. Must not have been adjudicated guilty or deferred for any charge of family/workplace violence.
9. Possess strong computer skills, organization skills, communications skills, and multi-tasking skills
10. Efficiently operate complex computer programs and networking functions, telephone equipment, radios, recording devices, E9-1-1 system, weather systems and other technical equipment
11. Ability and knowledge proper dispatching techniques
12. Must be able to distinguish between different colors
13. Report to work on time and perform duties on a timely fashion
14. Work with a minimum of daily supervision
15. Ability to work flexible hours
16. Ability to follow City rules and regulations
17. Ability to work sole and with a team

#### **TOOL AND EQUIPMENT:**

Common computer equipment such as keyboards, mouse, speakers, radios, monitors, intercoms, and any other equipment required.

#### **WORK ENVIRONMENT:**

The noise level in the work environment is generally loud when working in the fire communications center. The fire communications officer works on a daily basis with low light and bright computer monitors that can be strenuous to one's eyes. The fire communications officer works within the confines of an office with little hazard to health or body.

#### **PHYSICAL DEMANDS:**

1. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

2. Please see attached physical requirements



## CITY OF PHARR

### IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Fire Communications Officer Position #: \_\_\_\_\_

Department: Fire Division: Communications

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

#### ***I. Mental Abilities:***

General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

#### ***II. Verbal Abilities:***

Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

##### **1. Speaking / Talking:**

- Answer telephone, radio or switchboard
- Communicating with County officials
- Communication with general public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with others \_\_\_\_\_
- Not essential to job functions

2. **Hearing/Listening:**

- For communication with County officials, public vendors, supervisors and/or other employees
- Not essential to job function

3. **Reading:** (ability to read and understand text)

- Essential to job function
- Not essential to job function

**III. Numerical:**

Ability to perform arithmetic operations quickly and accurately

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided by a calculator, adding machine or measurement device

**IV. Spatial Abilities:**

Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not Essential function

**V. Motor Coordination:**

Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. **Manual Dexterity:**

Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- Use telephone
- Manipulate computer, keyboard and mouse
- Use switchboard
- Use postage machine
- Use radio / console
- Use hand tools

- Use a calculator
- Use a copy machine
- Use a fax machine
- Use power tools
- Other: \_\_\_\_\_
- Not essential to job function

2. Finger Dexterity:

Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- Essential function
- Not Essential function

Explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**VI. Physical Demands:**

1. **Strength:** The quality, state or property of being strong. The power to withstand strain, force, or stress.

Please check (✓) in appropriate boxes below.

	Ability to manipulate materials and/or equipment (lbs.)						Frequency of Manipulation		
	1-5	5-9	10-14	15-24	25-49	50+	Occasionally	Frequently	Continuously
<b>Lift</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Push/Pull</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Hold/Carry</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Manipulation done from: **(Check all that apply)**  
 ground to waist     waist level     waist to shoulder     above shoulder

Not essential to job function: **(Check all that apply)**  
 Lift     Push/Pull     Hold/Carry

2. **Climbing:** To move up or mount by using the hands or feet.

**Ladders**

- Step Stool
- 8' to 10' step ladder

**Stairways**

- 1 flight
- 2 flights

**Steps**

- 1 – 2
- 2 – 3

- Extension ladder
- Other (Aerial ladder)
- Not essential to job function

- 3 or more flights
- Other: \_\_\_\_\_
- Not essential to job function

- 3 – 4
- Other: \_\_\_\_\_
- Not essential to job function

**3. Ability to Stand, Sit, Walk and Run:**

Please check (√) in appropriate boxes below.

	Duration (hours/day)						Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
<b>Stand</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Sit</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Walk</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Run</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(Check all that apply)

- If walking or running, over what type of terrain?     Flat             Rough             Both
- Not essential to job function:             Stand             Sit             Walk             Run

**4. Stopping, Kneeling, Crouching and / or Crawling:**

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and /or to move freely on hands and knees.

**Daily Amounts**

- 0 – 5x                       5 – 20x                       20 - 50x                       50+ x
- Other \_\_\_\_\_                       Not essential to job function

**5. Reaching, Handling, Fingering and or Feeling:**

To stretch out, extend or put forth a bodily part. To touch or grasp something, by extending or stretching, to touch, lift, hold or operate with the hands.

**Daily Amounts**

- 0 – 5x                       5 – 20x                       20 - 50x                       50+ x
- Other \_\_\_\_\_                       Not essential to job function

**6. Seeing:**

To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- Peripheral vision
- Night Vision
- Focus (distinctness or clarity)
- Color perception (discriminate between colors)
- Depth perception (determine distance relationship between objects)

**VII. Driving:**

The ability to transfer or convey in a vehicle.

Transmission	Standard	Automatic	Multi-Gears
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/ Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other (List) \_\_\_\_\_

**CERTIFICATION**

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Employee Signature

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Department Head Signature

Jaime R. Guzman

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Printed Name

Date

---

Department Head  
Print Name

Date

I certify that I have read and understand the responsibilities assigned to this position.

I certify that this job description is an accurate description of the responsibilities assigned to the position.

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City Manager Signature

Fred Sandoval

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City Manager  
Printed Name

Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.