



City of Central Falls Job Posting

LOCATION:	Central Falls Fire Department 150 Illinois Street, Central Falls, Rhode Island 02863
POSITION TITLE:	Fire Dispatcher
DEPARTMENT:	Central Falls Fire Department
SALARY:	\$16.00 per hour
POSITION TYPE:	Part-time

POSITION DESCRIPTION SUMMARY

The Fire Department Dispatcher will operate the Central Falls Fire Department's computer-assisted dispatch communication system, to dispatch Fire and Rescue personnel in response to all service-related requests. The Fire Dispatcher will organize and coordinate the activities of all field unit responders and will maintain detailed records of all field unit activities and requests.

This is a part-time position and schedules may permit rotating or flexible hours, as assigned.

DUTIES

- Receive and process all incoming emergency and non-emergency communications between members of the public and Fire Dispatcher employees of the Central Falls Fire Department.
- Question all in-coming callers to determine the nature of their call (i.e., emergency or non-emergency); determine location and priority of the caller's situation and type of response as needed; dispatch Fire and Rescue field units in accordance with established operating procedures and guidelines.
- Monitor and accurately record all responder activities.
- Receive and monitor the Municipal Fire Alarm -receiving equipment and dispatch services as required.
- Adhere to Fire Department and City instructions, policies, procedures, and rules and regulations.

- Assist in-coming callers with emergency assistance by guiding them through basic procedures until the arrival of the Central Falls Fire Department personnel.
- Dispatch Fire and Rescue field units and communicate and listen to each radio transmission from Fire and Rescue personnel in the field; acknowledge and comply with requests for action or information.
- Place Radio Master Boxes in and out of service as needed.
- Notify other Fire Department jurisdictions to relay information on Fire and Rescue service requests and maintain detailed records of the time and nature of each call.
- Monitor radio channels for service requests from other jurisdictions and emergency radio traffic.
- Operate computer-assisted dispatch system equipment.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE REQUIRED

- High school diploma or GED required.
 - College degree *strongly preferred*.
- Ability to pass a background (BCI) check.
- Fire Service Experience and/or Dispatching Experience a plus

SKILLS REQUIRED

- Strong administrative support and experience required.
- Proficiency in Microsoft Office.
- Effective written communication skills.
- Accuracy and attention to detail regarding the composition of documents.
- Excellent interpersonal, analytical, and problem-solving skills.
- Ability to work effectively with a diverse population.
- Ability to manage, prioritize, multi-task and coordinate in a fast-paced and demanding environment.
- Ability to work independently with limited direction and instruction within the scope of assignments.
- Must be able to take initiative while paying close attention to detail and completing all assignments.
- Ability to read and interpret documents, such as safety rules, operating and maintenance instructions, and procedural manuals.
- Ability to write detailed reports and correspondences.
- Ability to speak clearly and concisely, listen to and record information accurately, and must have the ability to remember numerous details.
- Ability to multi-task under stressful conditions in a detailed and timely manner.

PREFERENCE IN HIRING WILL BE GIVEN TO:

- City of Central Falls Residents
- Bilingual applicants who can demonstrate fluency in a second language as spoken by at least 10% of Central Falls City residents, as determined by the United States Census Bureau; and
- Military members/veterans

LANGUAGE SKILLS

Ability to read, analyze and interpret complex materials. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from a wide variety of municipal officials, businesses, and the general public. *Fluency in a second language spoken by a sizeable portion of the city, such as Spanish or Portuguese, strongly preferred.*

REASONING ABILITY

Ability to organize time, work independently, and accomplish tasks despite frequent interruptions; ability to maintain detailed statistics and records; ability to deal effectively and tactfully with the public and all municipal officials; ability to maintain confidential information; ability to compose correspondence and to prepare, type, and proofread reports as to form and logic flow; ability to communicate effectively.

PHYSICAL DEMANDS

The work environment characteristics 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. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision. This position requires the ability to operate a keyboard at sufficient speed of at least 50 words per minute.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

EQUAL OPPORTUNITY EMPLOYER

Central Falls is committed to maintaining a work and learning environment free from discrimination on the basis of race, color, religion, national origin, pregnancy, gender identity, sexual orientation, marital/civil union status, ancestry, place of birth, age, citizenship status, veteran status, political affiliation, genetic information or disability, as defined and required by state and federal laws. Additionally, we prohibit retaliation against individuals who oppose such discrimination and harassment or who participate in an equal opportunity investigation. Read the City's full nondiscrimination policy here: <http://www.centralfallsri.us/nondiscrimination>

APPLICATION INSTRUCTIONS

Application and resume can be submitted through the following:

- In person or by mail to 580 Broad Street, Central Falls, RI 02863 Attn: Human Resources Department
- Email: ldias@centralfallsri.us.

Applications can be found on our website at www.centralfallsri.us under Human Resources/Employment.

Closing Date: Open until filled