

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: LEAD FIRE DISPATCHER**  
**DEPARTMENT: FIRE**

**JOB CODE: N/A**  
**DATE: 08/08**

**REPORTS TO: CAPTAIN – FIRE COMMUNICATIONS**

**JOB SUMMARY:**

Performs the duties of a Fire Dispatcher. Monitors the ongoing training and evaluation of dispatcher trainees and monthly in service training of all dispatchers. Monitors Dispatchers in the operations of the Communications Center and provides general oversight to the dispatching of Fire/EMS services during assigned shift. Performs related work as directed.

**ESSENTIAL JOB FUNCTIONS:**

Oversees and monitors the Communications Center operation during the assigned shift.

Acts as the lead dispatcher within the Communications Center.

Provides, coordinates and oversees training for unit personnel under the direction of the Captain of Fire Communications. Monitors the progress of new employees. Provides input to the Communications Supervisor regarding performance evaluation of unit personnel assigned. Assists in the development and maintenance of Communications Center operations manual and communications programs.

Provides training for new personnel in:

- Operations of the Communications Center
- Operation of Dispatch Equipment
- CAD Software
- City of Concord Policies, Rules and Regulations
- Mutual Aid System Policies & Procedures
- Communications Center Policies & Procedures

Conducts continuing education training under the direction of the Captain of Fire Communications.

Provides feedback to Supervisor for probation and annual employee performance appraisals.

Leads the work of Communications Dispatchers and Trainees on a shift; explains policies, procedures, rules and regulations; advises assigned personnel of deviations from policies and procedures and notifies supervisor.

Provides assistance and direction to on-duty dispatchers.

Follows established departmental procedures, manual and guidelines in the performance of assigned tasks.

May assume operational control as needed during emergency situations.

Assists in maintaining procedure manuals, phone listings and other related material used frequently in the communications center.

Receives and prioritizes all incoming requests within the Capital Area for Emergency Services; provides mutual aid responses outside the Capital Area; receives and processes emergency calls; obtains and compiles information required to determine safe and appropriate apparatus response.

Determines location, response apparatus, radio signal, and transmitting tower required to signal appropriate agencies; dispatches units; maintains radio communications; documents response times and narrative content; provides information relative to special hazards, additional response apparatus, and alarm levels; transmits emergency signals; monitors Firefighter Emergency Traffic Alerts.

Monitors, receives, decodes, and transmits and dispatches Fire Alarm Activations transmitted via Master Box Alarm and Digitizer Alarms.

Monitors in-house systems; ensures proper working order to maintain operation and safety of facilities.

Operates as the primary Statewide Control Dispatcher for the New Hampshire Fire Mobilization Plan; fulfills task force and strike team mutual aid requests.

Receives traffic signal complaints and malfunction advisories; determines appropriate agencies and makes notifications.

Serves as secondary dispatcher for Lakes Region, parts of Southwest Mutual Aid, Hillsboro, and Weare Dispatches; receives overflow calls for these agencies.

Monitors security systems and equipment for the Fire Headquarters complex.

Performs a variety of maintenance tasks pertinent to the efficient operation of the dispatch center, CAD street, commonplace & referral phone maintenance.

Analyzes reports of incidents or requests for assistance; determines and dispatches the appropriate resources to effectively deal with the incident; handles multiple simultaneous incidents which may vary in nature and severity and establishes order and control of the various communication systems.

Serves as part of the New Hampshire Tactical Interoperability Communications Plan (TICP).

May serve as Communications Center Coordinator in the absence of Communications Supervisor

The ability to perform as a field communications operator at large scale incidents and in the Emergency Operations Center.

The ability to activate a scenario using the City's Public Notification System under the direction of the Fire Chief, Deputy Fire Chief, Battalion Chief or Communications Supervisor.

Performs other related duties as required.

**MATERIAL AND EQUIPMENT USED:**

Computer Aided Dispatching System	Security Monitoring System
Nationwide Alerting System	TTY Communications Device for the Deaf
Gamewell Fire Alarm Control System	Digitizing Alarm Receiving Equipment
Voting Receiving System	E-911 Ani/AlI System
City of Concord Public Notification System	
Multi-Channel/Multi-site/Multi-use Radio Communications System	

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

High School Diploma or its recognized equivalent supplemented by class work in personal computers, electricity and electronics. Ability to work a rotating shift. Minimum four (4) years experience within the Capital Area Fire Dispatch Center.

**Licenses and Certifications:**

Ability to obtain APCO:  
Basic Telecommunicator Certification

Fire Communications Dispatcher Certification

**Must obtain within one (1) year of promotion to Lead Dispatcher; –\*\*At the discretion of the Fire Chief Deadlines may be extended if classes are unavailable.**

Telecommunicator Instructor Certification

Communications Training Officer Certification

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

#### **Knowledge of:**

Fire apparatus, equipment, emergency classifications, and response strategies and tactics.

Fire alarm systems, including transmissions, fire alarm circuits, troubles, and system malfunctions.

Ability to enter data into the Daily Observation Reporting software.

Computer applications related to the work

Record Keeping, report generation and filing methods.

Radio systems, operations, towers, and system failures.

Computer aided dispatch systems and reports.

Multi-line and multi-function phone systems.

TTY Telecommunications devices for the hearing impaired.

Neighboring agency resources.

The territory contained within the Capital Area Mutual Aid Region, including but not limited to streets, major landmarks, apartment complexes, major business locations, and buildings.

Correct use of radio and telephone communications systems.

#### **Skill in:**

Communicating with persons in a panicked and crisis situation.

Making decisions and prioritizing responses.

Using tact, discretion, initiative and independent judgment within established guidelines.

Communicating clearly and effectively.

Researching, compiling and summarizing a variety of informational and statistical data and materials.

Monitoring multiple radio frequencies, agencies, and apparatus.

Translating incomplete and fragmented radio transmissions into concise and accurate messages.

Operating office equipment and typing.

Dealing effectively with a variety of people, including during an extreme emergency.

#### **Mental and/or Physical Ability to:**

Read and understand written directions, text, and numbers.

Learn proper dispatch procedures, including analyzing incoming information to determine the level of resources required and the ability to prioritize calls.

Learn to operate radio, telephone, and related equipment.

Perform multiple tasks concurrently.

Maintain a calm, measured demeanor during periods of extreme stress.

Assimilate information and respond quickly.

Handle a wide variety and large volume of emergency calls.

Establish effective professional working relationships with other Communications Operators, Supervisors, Police Officers, the general public, ambulance company representatives, wrecker company representatives, fire service and EMS personnel, and members of other public safety agencies.

Hear, understand, and orally communicate detailed information accurately and completely.

Speak clearly and distinctly.

Remain calm in stressful situation and deal courteously, professionally, and firmly with callers who may be hysterical in order to obtain critical information.

Sit for prolonged periods of time. Employees are occasionally required to walk, stand, and/or move objects of up to 10 pounds.

See and read a computer screen and a variety of written materials, all of which require close vision abilities.

Employees must be able to reach and extend hands in any direction as well as handle, hold, grasp, turn, or otherwise work with hands.

### **Working Conditions:**

Duties are performed in an office environment. Noise ranges from quiet to very loud.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.