

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: FIRE CAPTAIN - COMMUNICATIONS
DEPARTMENT: FIRE
REPORTS TO: DIVISION COMMANDER

JOB CODE: 3144
DATE: 02/08

JOB SUMMARY:

Supervises the reception and dispatching of emergency and routine calls to the Communications Center in order to protect life and property of the citizens of the City of Concord and the Capital Area Mutual Aid Community. Ensures that calls are answered and transferred in a timely, professional, and appropriate manner. Plans, directs, and budgets for headquarters complex maintenance, activities, and major program area of assignment.

ESSENTIAL JOB FUNCTIONS:

Supervises the overall operations of the Fire Communications Center and the personnel assigned to it; provides ongoing training and evaluation of assigned personnel.

Manages the Dispatch CAD operation and software; manages the main recording and call check recording equipment; manages the telephone accounting software and acts as liaison with software vendor; manages the City of Concord's Public Notification System and its training with other city departments; manages the use and repair of the Fire Department video monitoring system.

Plans new hire testing schedule; proctors and corrects written exams; plans the oral board interview process; finds members for the board; plans the questions asked; conducts background investigations of candidates; recommends candidates for vacant positions to the Fire Chief.

Acts as a liaison with the Capital Area Mutual Fire Aid Compact, State of New Hampshire Emergency Communications (E911), other mutual aid associations, New Hampshire Federation of Fire Mutual Aid Association, as well as other City of Concord departments and fire department divisions on dispatch-related issues.

Hires the daily coverage for vacant positions and annual, sick, and vacation leaves for dispatchers; maintains updated hiring database.

Works with the City of Concord Engineering Department on the acceptance of street names and numbering.

Serves as liaison for the city's Radio Technician and vendors on the repair and purchase of radios and equipment used by the Concord Fire Department.

Oversees maintenance, supplies, service contracts, cleaning contracts, repairs, and CIP involvement for headquarters.

Assists in budget preparation for the Communications Center, Headquarters Complex, and radio equipment.

Develops operating guidelines and procedure manuals for the Communications Center.

Works with Mutual Aid to upgrade hardware, software, and equipment for use with the dispatch CAD system.

Addresses issues with the Communications Center, Headquarters Complex, and staff; provides reports to administration as required.

Performs other related duties as required.

MATERIAL AND EQUIPMENT USED:

Hand and Power Tools
Recorders

Computers
Cleaning Equipment

Printers

MINIMUM QUALIFICATIONS REQUIRED: (Depending on area of assignment)

Education and Experience: Associates degree in fire protection, business, public administration, management, communications, electronics or a related field, supplemented by at least three college credits in management and five years experience in full-time career department, two years of which have been in a supervisory capacity, or any combination of education, training and experience, which provides the knowledge, skills and abilities, required for the job.

Licenses and Certifications: Ability to obtain IMSA or APCO Certified Dispatcher/Trainer.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Computer software used within the Communications Center.

The territory contained within the area, including but not limited to streets, major landmarks, apartment complexes, major business locations, and buildings.

Streets, common places, and apparatus of the Mutual Aid System and the City of Concord.

Budget preparation.

City and department policies and procedures.

Correct use of radio and telephone communications systems.

Computer applications related to the work.

Skill in:

Creating reports and documentation.

Researching incidents and times of Post Incident Analysis.

Performing the duties of a dispatcher.

Working with other agencies.

Operating office equipment.

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

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.

Organizing work, setting priorities, and assigning, directing, reviewing, and evaluating the work of the staff.

Preparing clear and concise reports, correspondence, and other written materials.

Speaking effectively before public groups and responding to questions.

Mental and/or Physical Ability to:

Read and understand written directions, text, numbers, and legal terminology.

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

Learn proper procedures for running vehicle registration, warrants, driver information, and article inquiries.

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.

Deal courteously, professionally, and firmly with upset callers in order to obtain critical information.

Sit for prolonged periods or 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.

Write reports, correspondence, and procedure manuals.

Working Conditions:

Must be able to work shift or flexible hours as assigned.

Duties are performed in an office environment. Noise is generally quiet to moderate.

The employee may be exposed to possible electrical shock.

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.