



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
FIRE CONTROL DISPATCHER III	33*	D	1.822
FIRE CONTROL DISPATCHER II	31*	D	1.826
FIRE CONTROL DISPATCHER I	29*	D	1.827

SERIES CONCEPT

Fire Control Dispatchers operate communication equipment at an assigned interagency communications center, and dispatch personnel, supplies, aircraft, and mobile equipment to fire scenes, medical emergencies, law enforcement incidents, hazardous materials incidents, and other emergency situations.

Dispatch emergency response personnel and equipment to incident scenes; receive calls and obtain pertinent information regarding the problem, location, person reporting and telephone number; determine the nature and extent of equipment and personnel required for the situation and dispatch nearest available units to provide protection for life, property and natural resources during medical emergencies, vehicle accidents, structural or wildland fires, and other emergency situations.

Maintain communication with responding units, reporting parties and Division office; establish priorities and coordinate and update information concerning the incident; mobilize and dispatch additional resources and logistical support as appropriate or as requested by the incident commander; contact and advise other agencies, special response teams, and other interested parties of pertinent information.

Operate computers, radios, and other communications equipment; maintain records, logs and files related to incidents, personnel and equipment activated, billing information for cooperating agencies, controlled burns, and other data; track out of state and out of district assignments.

Monitor multiple radio frequencies and answer telephones including business and emergency lines; relay information to and from units in the field; respond to questions or refer callers to appropriate office; broadcast routine announcements regarding meetings, training, weather forecasts and other notices.

Maintain current information and advise the Division office concerning the status of available personnel and equipment including Division and volunteer firefighters, emergency vehicles, aircraft and other apparatus; maintain duty rosters of personnel on duty and on call; track status, location and activities for responding units.

Maintain updated information regarding the policies of the Division and other cooperating agencies, jurisdictional maps, mutual aid agreements and telephone directories; type fire and incident reports and prepare financial summary sheets.

Perform related duties as assigned.

CLASS CONCEPTS

Fire Control Dispatcher III: In addition to the full range of duties outlined in the series concept, positions allocated to this class either:

* **Reflects a 2-grade special salary adjustment granted by the 2005 Legislature to improve recruitment and retention.**

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CLASS CONCEPTS (cont'd)

Fire Control Dispatcher III: (cont'd)

- 1) Supervise and evaluate the performance of Fire Control Dispatchers employed by the State and other agencies; or
- 2) Oversee and direct dispatching activities in a complex interagency communications center such as the Sierra Front Interagency Dispatch Center on an assigned shift; establish and revise the priorities in emergency incidents, adjust dispatcher work assignments as needed, and make decisions regarding the deployment of personnel, equipment and support services to emergency scenes.

Fire Control Dispatcher II: Positions allocated to this class provide dispatching services for multiple agencies involved in fire suppression, law enforcement, and all-risk incident response. The work is distinguished from the work of Fire Control Dispatcher I's by the complexity of coordinating communications and activities for numerous agencies, working with various mutual aid agreements, and a high volume of law enforcement calls.

Fire Control Dispatcher I: Positions allocated to this class work under general supervision and perform the full range of duties outlined in the series concept. Incumbents have dispatching responsibility for federal and State natural resource agencies with limited contacts with law enforcement agencies. This is the journey level for the series.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Applicants may be required to undergo a background investigation prior to being considered for employment.
- * Employees may be required to work varied shifts, weekends, and holidays.
- * Pursuant to NRS 284.4066, some positions in this series have been identified as affecting public safety. Persons offered employment in these positions must submit to a pre-employment screening test for controlled substances.
- * Applicants are required to type 45 words per minute.

FIRE CONTROL DISPATCHER III

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and five years of emergency dispatching experience, two years of which must have been in a fire control or public safety agency; **OR** two years of experience as a Fire Control Dispatcher II in Nevada State service; **OR** an equivalent combination of education and experience as described above. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
General knowledge of: practices, strategy and equipment used in an all-risk emergency response communications center; basic principles of supervision and training. **Ability to:** coordinate dispatching, record keeping and related activities during emergency situations to preserve lives, property and natural resources; evaluate initial attack requirements and mobilize units appropriate to the situation; anticipate the need for additional personnel, equipment and supplies in emergency incidents; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
Working knowledge of: practices, strategy and equipment used in emergency response to wildland and urban interface fires, automobile accidents, hazardous materials, law enforcement incidents, search and rescue efforts, medical emergencies, and natural disasters; fire behavior and management; personnel principles and

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MINIMUM QUALIFICATIONS (cont'd)

FIRE CONTROL DISPATCHER III (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job): (cont'd) practices. **Ability to:** act as shift supervisor in a complex communications center; train, supervise and evaluate the performance of assigned personnel; develop and assign work schedules.

FIRE CONTROL DISPATCHER II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and three years of dispatching experience, one year of which has been in a fire control or public safety agency; **OR** one year of experience as a Fire Control Dispatcher I in Nevada State service; **OR** an equivalent combination of education and experience as described above. (*See Special Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: operation of personal computers, calculator, and other office equipment. **Ability to:** use word processing equipment and programs; speak clearly and distinctly; accurately transmit information by means of radio and telephone; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: operation and use of a computer aided dispatching system; Division policies and procedures related to dispatching emergency response personnel and equipment; forestry and fire laws; Nevada Division of Forestry (NDF) district boundaries and the boundaries of adjacent fire districts; fire suppression techniques for wildland and structure fires; NDF and volunteer fire department equipment and resources; jurisdictional boundaries and functions of other public safety and emergency response agencies in Nevada and neighboring states; National Fire Danger Rating and Fire Qualifications Systems. **Ability to:** read and interpret photogrammetric materials and topographical maps.

FIRE CONTROL DISPATCHER I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of dispatching experience involving the use of telephones and radio equipment to coordinate communications between field workers and headquarters; **OR** an equivalent combination of education and experience as described above. (*See Special Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

General knowledge of: basic radio communication skills; telephone etiquette; operation of personal computers, calculator, and other office equipment. **Ability to:** communicate effectively both orally and in writing; adjust to and work effectively in rapidly changing circumstances; receive information and quickly determine priorities; remain calm and communicate effectively in emergency situations; speak clearly and distinctly; work cooperatively with other agency staff and the public.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: fire districts and geographical boundaries in the area; mutual aid agreements with other agencies; the Incident Command System; terminology and codes used in radio communication; Division record keeping methods; Division policies and procedures related to dispatching emergency personnel and equipment; capabilities and limitations of available firefighting apparatus; terrain, landmarks, roads and other features of the geographical area. **Ability to:** obtain critical information regarding the location and circumstances of emergency medical, fire, hazardous materials, and natural disaster incidents.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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ESTABLISHED:	12/16/76	7/1/97P 6/4/96PC	7/1/74
REVISED:	7/1/87-12P 10/17/86PC		7/1/87-12P 10/17/86PC
REVISED:	7/1/91LG		7/1/91LG
REVISED:			10/4/91UC
REVISED:	7/1/97P 6/4/96PC		7/1/97P 6/4/96PC
REVISED:	7/1/05LG	7/1/05LG	7/1/05LG
REVISED:	9/14/12PC	9/14/12PC	9/14/12PC