

## CITY OF GRANDE PRAIRIE JOB DESCRIPTION

### A. IDENTIFICATION:

POSITION TITLE: Emergency Services Dispatcher - Probation, 3<sup>rd</sup> Class, 2<sup>nd</sup> Class, 1<sup>st</sup> Class, Senior  
DEPARTMENT: Fire  
SUPERVISOR: Emergency Services Dispatch Supervisor  
SUPERVISES: N/A  
CLASSIFICATION: Emergency Services Dispatcher

### B. PURPOSE:

The Dispatcher is responsible for the safe, effective and efficient operation of the Grande Prairie Fire Department operated emergency and routine communications network, including the E-911 and dispatch systems.

### C. DUTIES AND RESPONSIBILITIES:

1. The employee is responsible and accountable for knowing and working in accordance with the department's Health & Safety Policy. The employee must work in such a way as not to endanger himself/herself, fellow employees or the public.
2. Answer E911 phone calls and transfer the call(s) to appropriate agency(s).
3. Dispatch personnel and units from the appropriate services according to the nature of the incident and in accordance with established Fire Department procedures. Notify additional resources as required.
4. Give emergency medical dispatch/emergency fire dispatch and public safety instruction in accordance with established department protocols and procedures when required and time permits.
5. Provide continuous communication with emergency service units and carry out directions given by the person in charge of the emergency response crew(s).
6. Monitor the emergency alarm panel(s) and dispatch resources as required.
7. Provide appropriate daily records of alarms, emergencies and requests for services.
8. The collection of statistical information related to the Emergency Communication Centre.
9. Answer and forward internal Fire Department calls, information, complaints and other non-emergency requests for services as required. Provide appropriate records of such calls.
10. Perform basic troubleshooting of communication and computer systems.
11. Actively participate in the Continuous Quality Improvement (CQI) program and meets industry standards of performance.
12. Actively participate in competency-based dispatch maintenance training.
13. May participate in department-sponsored public education events specific to Emergency Communications.
14. Participates in conducting tours of the Emergency Communication Centre.
15. Clean Emergency Communication Centre at the end of each shift and perform housekeeping duties in the centre as time permits.
16. Be available for emergency call back to perform duties for which he/she is qualified.

17. Attend and participate in appropriate job and career related training and educational events as well as appropriate department related planning and informational meetings.
18. Maintains proficiency in the operation of all necessary technology to fulfill job requirements.
19. May participate on Department Committees.
20. Actively participate in City of Grande Prairie Individual Performance Plans and reviews. Meets department standards of performance.
21. Supports the Fire Department Business Plan within the scope of the employee’s job description and as provided for in the Career Development Agreement.
22. Perform such other tasks necessary to maintain the continuity of the Fire Department within the scope of the employee’s job.

**D. QUALIFICATIONS:**

**MINIMUM QUALIFICATIONS (Required to apply for this position)**

- Meets or obtains the following certifications:
  - Emergency Medical Dispatch
  - Emergency Fire Dispatch
- Restricted aeronautical radio operator’s license
- Standard First Aid
- CPR Level “C”
- Qualified on specific computer programs and software in use in the department.
- Qualified on the current technical processes and equipment in use in the Emergency Communication Centre.

**FULL QUALIFICATIONS (To be attained through Individual Performance Plans)**

- Meets the requirements of the City of Grande Prairie Health & Safety Program Training.