St. John's Regional Fire Department
Policy and Operational Guidelines

Title: 01-02-18 Dispatchers

Document Type: Job Descriptions
Status:
Issued By: Fire Chief/Director

Index: 01 Organization
Section: 02 Department Job Descriptions
Title: 18 Dispatchers

Purpose

To outline the duties and responsibilities of the position of Dispatchers.

Background

This replaces POG #01-02-18, "Dispatchers", dated 94/01/01.

Procedure

DISPATCHER

This position works under the general direction of the Communications Supervisor and is responsible for performing all duties assigned.

1. Assumes duties at the beginning of their designated shift and signs on and off to the Computer Aided Dispatch (CAD) System and phone.

2. Ensures that the 911 Communications Centre is in good condition and is neat and clean.

3. Provides attention to the details of the 911 Communications Centre.

4. Ensures that all calls, regardless of their nature, are properly recorded in the appropriate dispatching system, stating departure, arrival and return of apparatus or other related information.

5. Answers the telephone by stating the Department's name clearly and politely.

6. Reports all pertinent information to the OIC.

7. Keeps confidential all information received while assigned to the 911 Communications Centre.

8. Reports all necessary information to his/her relief.

9. Ensures that all water pressure is recorded properly.

10. Becomes familiar with the Policies, Operational Guidelines or any other pertinent policies or information concerning the 911 Communications Centre.

11. Ensures all outside calls to various agencies, pertaining to Departmental business, are made over the recorded phone system.

12. At the commencement of each tour of duty, with the exception of weekends and holidays, ensures that contact is made with the appropriate agencies regarding hydrant and street notices and all other agencies that may supply important information to the Department from time to time.

13. Remains in the 911 Communications Centre unless he/she is relieved for some other reason with the permission of the Communications Supervisor.

14. Abides by the following rules:

    a. No sleeping while on duty.

    b. Clean and properly dressed.

    c. Only authorized personnel are allowed in the 911 Communications Centre. No visitors shall be permitted to enter the Communications Centre except on approval by the Supervisor or Manager. Loitering shall be strictly forbidden.

    d. Only the person assigned to oversee the 911 Communications Centre, Fire Chief/Director and Deputy Fire Chief, shall be permitted to search, listen to recordings. No indiscriminate listening to recordings shall be permitted. Complete privacy shall be ensured when replaying recordings, and all conversations shall be kept strictly confidential.

e. Dispatchers shall not listen in on any transferred calls except as written in Operational Guideline "Response to Emergency Medical Calls."

Approvals
Fire Chief/Director

Approval Date
2018/03/14

Revision Date

Rescind Date

Responsibility
St. John's Regional Fire Department

POG #01-02-18
Approved by:

Jerry F. Peach — Mar. 14 2018

Jerry F. Peach
Fire Chief
Director of Regional Fire and Emergency Services

Date

On Behalf of the City of St. John's Human Resources Department

Appendix/Appendices
None