



The County of San Bernardino
invites application for the position of

Emergency Services Dispatcher (Fire Department)

Job Number: 17-44813-01

SALARY

\$20.15 - \$27.67 Hourly \$3,492.67 - \$4,796.13 Monthly \$41,912.00 - \$57,553.60 Annually

APPLY BY: Continuous

Applicants are encouraged to apply online: <http://www.sbcounty.gov/jobs>

THE POSITION

Excellent Benefits Package includes retirement, health, vacation, & much, much more!!

THIS IS A FIRE DEPARTMENT (CONFIRE) POSITION ONLY



CONFIRE, JPA is recruiting for **Emergency Services Dispatchers** to receive requests for emergency and non-emergency assistance. These positions are responsible for dispatching County fire, emergency medical and local government services. Responsibilities include monitoring the radios, communication equipment, and personnel, and coordinating mutual aid procedures and operations.

For more detailed information, refer to the [Emergency Services Dispatcher \(Fire Department\)](#) job description.

CONDITIONS OF EMPLOYMENT

Certification: CPR certification and an Emergency Medical Dispatch (EMD) course must be successfully completed within six (6) months of the date of hire and must be maintained throughout employment.

Work Hours: Positions in this class typically work 12 hour shifts.

Work Availability: Must be able to work rotating shifts, weekends, and holidays.

Travel: Travel within and outside the County may be required. A valid California driver license and proof of automobile liability insurance must be provided at time of hire and maintained throughout employment.

This recruitment may be used to fill both full-time and extra-help, non-regular positions classified as Public Service Employees. Successful candidates in extra-help positions shall be considered at-will throughout the term of their employment.

MINIMUM REQUIREMENTS

Experience: One (1) year of dispatching experience (within the last 5 years) operating a computer-aided dispatch (CAD) system in a public safety dispatch environment, of which six (6) months must be in a Fire or Emergency Medical Services (EMS) environment.

--AND--

Keyboarding: Must be able to type a minimum of 35 WPM (corrected) and must maintain that typing speed throughout employment. **Candidates are required to attach a typing certificate verifying corrected typing speed from a qualified test administrator such as a school or employment agency. (ONLINE TYPING CERTIFICATES WILL NOT BE ACCEPTED.)**

NOTE: *Ensure your work history clearly details qualifying experience and responsibilities.*

DESIRED QUALIFICATIONS

The ideal candidate will have basic First Aid training, knowledge of the geography of the County of San Bernardino, and the ability to multi-task. Possession of a valid Emergency Medical Dispatch Certification at the time of hire is highly desirable.

SELECTION PROCESS

There will be a **competitive evaluation** of qualifications based on the information provided in the Application and/or Resume, as well as the information provided as a response to the Supplemental Questionnaire. You are encouraged to include detailed descriptions of your qualifying experience and skills, as only the most highly qualified applicants will be referred to the Department.

Applications will be accepted and processed until a sufficient number of qualified applications have been received. This recruitment may close without further notice; interested candidates should apply as soon as possible.

The Human Resources Department reserves the right to modify the examination process in accordance with the Personnel Rules and accepted selection practices.

Applications may be obtained and filed online at: <http://www.sbcounty.gov/jobs>

(909) 387-8304 • TTY Users: 711

157 West Fifth Street, 1st Floor, San Bernardino, CA 92415

An Equal Employment Opportunity and ADA Compliant Employer

Issue Date: 8/5/17 SW

Emergency Services Dispatcher (Fire Department) Supplemental Questionnaire

- * 1. Provide the name of the **employer** where you acquired your **qualifying experience**.

- * 2. **I am available and willing to work all shifts:** day, night, weekend, rotating, swing. I understand that checking "NO" will remove me from this testing process and I will need to reapply at a later date when I am available for all shifts. I further understand that refusal to work an assigned shift will remove me from the list and/or terminate my employment.
 - ☐ Yes, I am available and willing to work all shifts.
 - ☐ No, I am not available and/or willing to work all shifts at this time.
 - ☐ None of the above.

- * 3. **I am available and willing to work 12-hour shifts.** I understand that checking "NO" will remove me from this testing process and I will need to reapply at a later date when I

am available for the indicated work hours. I further understand that refusal to work the assigned hours will remove me from the list and/or terminate my employment.

- ☐ Yes, I am available and willing to work 12-hour shifts.
- ☐ No, I am not available and/or willing to work 12-hour shifts at this time.
- ☐ None of the above.

- * 4. I understand that vacancies for this classification are either **Regular (full-time), or Non-Regular (Extra-Help/** Part-time/ Public Service Employee) positions. *The Extra-Help positions are considered at-will throughout the term of employment.*

- ☐ I am interested in Regular positions only.
- ☐ I am interested in Non-Regular/Extra-help positions only.
- ☐ I am interested in EITHER Regular or Non-Regular/Extra-help positions.
- ☐ None of the above.

- * 5. Indicate your **corrected typing speed**:

- ☐ 0-24 wpm
- ☐ 25-34 wpm
- ☐ 35-49 wpm
- ☐ 50+ wpm
- ☐ None of the above.

- * 6. A **certificate verifying a typing speed of 35 wpm** is required and **must be attached** to the application, or your application will be disqualified. **NOTE:** Certificate must be from a provider that verifies ID and provides an in-person, proctored testing environment. *ONLINE TYPING CERTIFICATES WILL NOT BE ACCEPTED.*

- ☐ I have attached my typing certificate to my online application.
- ☐ I do not have a typing certificate at this time.
- ☐ None of the above.

- * 7. Are you currently **CPR certified?** (*Attach certification.*)

- ☐ Yes ☐ No

- * 8. Do you currently possess an Emergency Medical Dispatch (**EMD**) **certificate?** (*Attach certification.*)

- ☐ Yes ☐ No

- * 9. Indicate your possession of other **certifications** related to emergency dispatch (i.e., DMV, POST, etc.). Include title of certificate and issuing agency.

- * 10. Do you have Call Intake (911) experience with a **fire or law enforcement agency?**

- ☐ Yes
- ☐ No

- * 11. Do you have Emergency Dispatching experience with a **fire, ambulance, or law enforcement agency?**

- ☐ Yes, I have Fire dispatching experience.
- ☐ Yes, I have Law Enforcement dispatching experience.
- ☐ Yes, I have emergency ambulance dispatching experience.
- ☐ Yes, I have experience dispatching in at least 2 of the above environments.
- ☐ No, I do not have the above experience.

- * 12.

Describe your **Computer-Aided Dispatching experience** in an emergency fire, law enforcement, or EMS communications center. Include specific equipment and systems (hardware and software) used.

* Required Question