



The County of San Bernardino  
invites application for the position of

## Emergency Services Dispatcher (Fire Department)

Job Number: 19-44813-01

### **SALARY**

\$21.59 - \$29.65 Hourly    \$3,742.27 - \$5,139.33 Monthly    \$44,907.20 - \$61,672.00 Annually

**APPLY BY:** Continuous

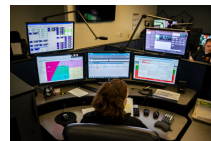
Applicants are encouraged to apply online: <http://www.sbcounty.gov/jobs>

### **THE POSITION**

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



**CONFIRE**



**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.

***To learn more about CONFIRE, click here!***

*Applicants may also wish to review the announcement for Emergency Services Dispatcher Trainee (Fire Dispatcher Trainee), and apply as appropriate.*

### **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 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. Candidates who demonstrate exceptional qualifications will be referred to the appointing authority for a selection interview.

*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.*

All communications regarding the recruitment process will be via e-mail. Applicants are encouraged to **check their e-mail frequently** to learn additional information regarding this recruitment. Check your GovernmentJobs account for notifications. Update your firewalls to allow e-mails from San Bernardino County through governmentjobs.com. Update your Spam, Junk, and Bulk settings to ensure it will not spam/block/filter communications from e-mail addresses with the following domain: "@hr.sbcounty.gov". Finally, be sure to keep your personal information updated. Taking these steps now will help ensure you receive all communications regarding this recruitment.

**[Click HERE for important Applicant Information and the County Employment Process.](#)**

**Application Procedure:** To be considered for this excellent opportunity, please complete and submit the online employment application and supplemental questionnaire by the deadline. *Resumes will not be accepted in lieu of the application and/or supplemental questionnaire.*

To ensure timely and successful submission of your online application, please allow ample time to complete and submit your application before the posted filing deadline. Applicants will be automatically logged-out if they have not submitted the application and all required materials prior to the posted deadline. Once your application has been successfully submitted you will receive an onscreen confirmation and an email. We recommend that you save and/or print these for your records. *Please note, if you do not receive an onscreen confirmation and an email acknowledging our receipt of your application we have not received your application.*

If you require **technical assistance**, please click [HERE](#) to review the Government Jobs [online application guide](#), or contact their Toll-Free Applicant Support line at (855) 524-5627. Please

note that Human Resources is not responsible for any issues or delays caused by the internet connection, computer or browser used to submit the application.

*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:** 5/25/19 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.
- \* 13. **Applicant Acknowledgement - Notification via email:** As part of our efforts to increase efficiency and promote conservation of resources, human resources uses email to communicate with applicants. Therefore, all future communications regarding this recruitment, including applicant status and testing notifications, will be made via email. Each applicant needs their own email address. We strongly encourage you, as an applicant, to ensure that the email address you have provided us with your application is current, secure, confidential, and readily accessible to you. Adjust Spam and/or other filters so that our emails are accepted. Please carefully read any notices that we send you and follow any instructions provided in a timely manner. *We will not be responsible in any way if you do not receive our emails (i.e., for the non-delivery of our emails or if you fail to check your e-mail on a timely basis).*
- ☐ I acknowledge that I have read, understood, and agree to the above.
- \* 14. **Applicant Acknowledgement - Application Complete:** Thank you for taking the time to complete this application and supplemental questionnaire. Please be sure to review all information provided prior to submitting it as you cannot update or revise it once submitted. Your submitted application will be reviewed and evaluated as is. Please do not refer to a resume or other documentation in lieu of completing the employment history section or responding to the supplemental questions; they will not be reviewed or considered.

Once your application has been successfully submitted, you will receive an onscreen confirmation and an email confirmation will be sent to the email address listed on your application. We recommend that you save and/or print these for your records. *Please note: if you do not receive an onscreen confirmation and an email acknowledging our receipt of your application, we have not received your application.*

☐ I acknowledge that I have reviewed my application and understand that I will not be able to update or revise any part of it once submitted.

\* 15. **\*\*ATTENTION GMAIL USERS\*\***

We have become aware of an increase in Gmail's spam filter sensitivity. Due to this change, it is possible that emails coming from San Bernardino County Human Resources may be marked as spam and will not make it into your Gmail inbox.

For your convenience, the attached PDF document contains a step-by-step guide to create and apply filters within Gmail. Click this link to [download the PDF file](#). Once downloaded, follow the instructions so that you will receive future emails from San Bernardino County Human Resources.

**Note:** If you apply the filters and still do not receive emails from San Bernardino County Human Resources you can check your [www.governmentjobs.com](http://www.governmentjobs.com) (Neogov) account inbox. All notifications will appear there.

☐ I understand

\* Required Question