



**Code: 8605**  
Family: Public Safety  
Service: Public Safety  
Group: Fire Service  
Series: Emergency Communications

---

## **CLASS TITLE: FIRE COMMUNICATIONS OPERATOR I**

### **CHARACTERISTICS OF THE CLASS**

Under supervision, the class functions as call takers within the Office of Emergency Management and Communications (OEMC), working a fixed shift processing and relaying 9-1-1 calls for fire suppression or emergency medical services (EMS), and performs related duties as required

### **ESSENTIAL DUTIES**

- Receives emergency 9-1-1 calls from persons reporting fires or requesting emergency medical services
- Operates a two-screen computer console connected to a computer-aided dispatch (CAD) system and telephone equipment to receive and process 9-1-1 calls
- Obtains pertinent information from callers to determine location and extent of fire including conditions at the incident scene and if hazardous materials are present
- Obtains pertinent information from callers requesting emergency medical services and uses a triage computer screen to determine whether requests are of an emergency and life threatening nature
- Makes determination based on information provided and informs callers whether an ambulance will be dispatched
- Assigns priority codes and provides pre-arrival instructions to callers awaiting emergency medical services
- Relays emergency requests information to Fire Communications Operator II for dispatching
- Records reported interruptions to water, telephone and utility services, and traffic flow problems and relays information to dispatch personnel
- Notifies appropriate officials of Fire Department emergency incidents, as required
- Answers non-emergency calls regarding requests for information such as locations of fire houses or reporting of potential fire hazards, as required
- Notifies public utilities of services required by the Fire Department at scenes of emergencies, as required

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- High school graduation or GED certification

#### **Licensure, Certification, or Other Qualifications**

- Current certification as an Emergency Medical Technician/B (EMT/B)
- As of the date of application, candidates must have reached their twentieth birthday
- Must be able to type a minimum of twenty-five (25) words per minute

### **WORKING CONDITIONS**

- General office environment

- 9-1-1 emergency communications environment

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Computer-aided dispatcher system (e.g., headset, two-screen computer console with interactive mapping display, touch-screen telephone and radio controllers, instant recall recording devices, TTY communications equipment for the hearing impaired)
- One way radio

**PHYSICAL REQUIREMENTS**

- No specific requirements

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Knowledge of:

- \*emergency medical procedures and practices
- emergency management response planning, notification procedures, and protocols
- protocols for receiving and conducting triage for 9-1-1 calls for emergency medical services
- City street grid system and geographical locations of fire houses
- radio, telephone, and computer-aided dispatch communications systems and their operation

Knowledge of applicable City and department policies, procedures, rules and regulations

**Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- CONCENTRATE - Concentrate on a task over a period of time without being distracted

---

**CLASS TITLE: FIRE COMMUNICATIONS OPERATOR I**

---

- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- ORGANIZE INFORMATION - Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

**Other Work Requirements**

- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- SELF CONTROL – Maintain composure, keep emotions in check even in very difficult situations, control anger, and avoid aggressive behavior
- STRESS TOLERANCE – Accept criticism and deal calmly and effectively with high stress situations

---

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

---

City of Chicago  
Department of Human Resources  
January, 2014