

**MAJOR FUNCTION**

This is part-time, temporary employment with the Consolidated Dispatch Agency. Under the direction of a Consolidated Dispatch Agency Shift Supervisor, this is specialized work receiving, screening, prioritizing, and relaying information regarding fire calls for service over a radio system involving multiple talk groups and channels. Work is performed according to agency rules, regulations and procedures. The Supervisor will review work methods and records for accuracy and effectiveness, and for adherence to rules, regulations and procedures.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Dispatches fire calls for the entire Leon County area and dispatches to City/County and volunteer fire stations and maintains a backup card system for all fire run areas. Operates and monitors several radio frequencies for dispatching firefighting personnel. Maintains personnel status, location, assignments, and safety. Obtains all pertinent information and enters it into the Computer Aided Dispatch (CAD) system to be relayed to the field units. Notifies supervisor of all equipment malfunctions, issues, severe, unusual, or life-threatening calls, and of notifications that must be sent for Level 1 and 2 responses.

**Other Important Duties**

Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Knowledge of the geography of the area, its road network, the surrounding area, and significant business and residential complexes and locations. Knowledge of rules, regulations, and procedures for public safety dispatching. Ability to multi-task using the phone and radio while inputting data on a computer. Ability to react in time sensitive, stressful, and critical situations. Ability to accurately follow directions. Skills in the operation of radio transmitting and receiving equipment. Ability to listen, comprehend and retain job-related information. Ability to prioritize and make fast accurate decisions. Ability to react quickly and calmly in emergencies. Ability to perform multiple duties simultaneously. Ability to effectively communicate verbally and in writing with coworkers, supervisors and the service responders. Ability to maintain a variety of logs. Ability to efficiently and effectively utilize resources. Skills in the use of the CAD system. Skills in the use of the programs and applications that are necessary for successful job performance.

**Minimum Training and Experience**

One year of experience as a certified firefighter with the Tallahassee Fire Department or retired from Tallahassee Fire Department as a sworn firefighter.

**Necessary Special Requirements**

Must be able to type 28 words per minute.

Successful completion of a 40-hour classroom prior to being assigned to the fire dispatch position.

Established: 02-18-19

Revised: 06-16-25