

# CITY OF DOVER

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## **Fire Dispatcher Station II**

The City of Dover is currently seeking qualified applicants for the position of Fire Dispatcher. The essential function of the position within the organization is to answer phones, determine the nature of calls, direct non-emergency calls and dispatch emergency calls.

This position will assist callers in remaining calm and elicit necessary information regarding the nature of the call, what is happening, what assistance is necessary and who is involved. Performs facility, apparatus, and equipment maintenance by carrying out daily station cleaning, grounds maintenance, and routinely maintaining and inspecting emergency service equipment. This position is also responsible for maintaining various logs, charts, and recordings to provide records of all emergency and non-emergency incidents. The position works under general supervision, independently developing work methods and sequences.

Must be able to handle emergency calls with tact, good judgment, initiative and speed, in addition to remaining alert, responsible, diligent and thorough. Applicants must possess the ability to exercise good judgment under demanding circumstances while maintaining a professional demeanor. Requires a high school diploma or GED, and two years of fire service experience, also requires knowledge of 800 MHz radio/Motorola dispatching system. Emergency Fire Dispatcher (EFD) certification required or certification must be obtained within six (6) months of employment. General computer skills including experience with Word, Excel and Outlook is required. Willingness to work rotating shift assignments; holidays, weekends, and overtime on short notice is required.

Qualified applicants must submit to and successfully pass a comprehensive background check and pre-employment drug and alcohol screening. A dispatching test will be mandatory for all applicants. The City of Dover offers an excellent total compensation package which includes health insurance and 401a and 457 deferred compensation plans. To apply, submit a City of Dover employment application to: City of Dover, Attn: Human Resources Department, P.O. Box 475, Dover, DE 19903. An application can be obtained from the Human Resources Department at City Hall or online at [www.cityofdover.com](http://www.cityofdover.com). EOE/AA

Hourly Rate: \$16.40

Closing Date: August 22, 2016