

CITY OF GLENDALE INTERDEPARTMENTAL COMMUNICATION

DATE: March 12, 2025

TO: Members of the Civil Service Commission

FROM: Paula Adams, Chief Human Resources Officer
BY: D'Ann McCoy-Snearl, Human Resources Analyst

**SUBJECT: Revised Class Specification for Approval –
Fire Communications Operations Series**

BACKGROUND

Attached for your approval is the revised class specification for Fire Communications Operations Series in the Glendale Fire Department/Verdugo Fire Communications Center.

During the January 14, 2025 meeting, the City Council approved the establishment of the newly created title of Fire Communications Operator (FCO) Trainee within the Fire Communications Operations Series. In addition to adding the FCO Trainee position to the Series and outlining its essential functions and minimum requirements, the Glendale Fire Department is also seeking to make revisions throughout the class specification in order to bring it up-to-date.

The classifications within the Fire Communications Operations Series perform specialized operational duties and a full range of radio-telephone duties in dispatching public safety personnel and equipment to multiple communities served by the Verdugo Fire Communications Center.

The FCO Trainee position will allow the trainee to work under close supervision in a stressful, fast paced environment gaining a comprehensive understanding and a critical description of actual incidents before they become Fire Communications Operators. The trainee position provides them with additional training and support and afford them a better chance of being successful.

The Glendale City Employees' Association (GCEA) has been notified of the Department's request for the proposed new classification and has not expressed any concern at the time of this agenda's posting. Additionally, an FLSA study has been completed to confirm the appropriate FLSA designation for the classifications within the Fire Communications Operations Series.

RECOMMENDATION

That the revised class specification for the Fire Communications Operations Series be approved as submitted.



FIRE COMMUNICATIONS OPERATIONS SERIES

- Fire Communications Operator Trainee
- Fire Communications Operator
- Senior Fire Communications Operator

DEFINITION

Under the direction of senior management, the positions in this occupational series perform specialized operational duties and a full range of radio-telephone duties in dispatching public safety personnel and equipment to multiple communities served by the Glendale Fire Department/Verdugo Fire Communications Center.

ESSENTIAL FUNCTIONS

All classifications may perform the following essential functions:

Ensures Department services are provided with exceptional customer service and the highest level of ethical standards.

~~All classifications may perform the following essential functions:~~

Receives, identifies and accurately evaluates emergency and routine calls for fire and paramedic services, provides pre-arrival EMS instructions and life-saving directions over the telephone, refers calls to other agencies and makes required notifications as appropriate.

Maintains status of all equipment, personnel and apparatus within system as to location and availability, ensuring optimum coverage is achieved throughout the system.

Determines appropriate personnel, apparatus and equipment to be dispatched using radio and/or computerized systems.

Relays, follows, repeats and remembers moderately complex oral and written instructions, information and directions.

Uses established policies & procedures, independent judgment, common sense and reason to make rapid and accurate decisions to achieve an effective initial or alternate course of action.

Performs multiple, routine and complex dispatch tasks simultaneously.

Responds calmly and effectively in emergency and stress situations.

Develops speed and accuracy in performing job duties & responsibilities, including operating radio consoles, computer terminals and associated communications equipment, performing minor maintenance as required.

Studies, reviews, and trains in communications and fire department operations to develop a complete and accurate concept and understanding of the nature of work.

Effectively communicates and coordinates in a teamwork environment with co-workers, other agencies, departments and the public, exercising strong customer service and group dynamic skills.

Possesses a high level of awareness to all Center activity and effectively anticipates and plans for probable tasks which will require immediate action.

Works with and understands geography/street files and reads maps, manuals, maintains notebooks, memorandums, policies & procedures and posted information.

Monitors appropriate police, fire and ambulance agencies' emergency radio systems.

Monitors facility security and various alarm systems.

Performs research and clerical work such as preparation of logs, reports, forms and updates of information and files in a timely manner.

Performs assigned and needed cleaning and maintenance duties to center facilities.

May be required to participate in related divisional cross-training efforts based on operational necessity. Experience and qualifications gained in this cross-training may apply towards promotional opportunities and transfers.

May drive on City business depending on the needs of the position.

Assumes responsibility for ensuring the duties of their position are performed in a safe, efficient manner.

Performs other related duties as assigned or as the situation requires.

MINIMUM REQUIREMENTS

Experience

Varies with classification.

Education/Training

Graduation from high school or attainment of a State Board of Education issued certificate of proficiency, or attainment of a GED certificate, or CHSPE certificate, HiSet certificate, or CPP certificate.

License(s) / Certification(s)

Valid Class C California driver's license.

Possession of a valid cardiopulmonary resuscitation (CPR) card within 60 days of employment.
Certification in ICS-100, ICS-200, ICS-700, ICS-800 (Incident Command System) by the end of the probationary period.

Emergency Medical Dispatching (EMD) Certificate by the end of the probationary period.

Knowledge, Skills & Abilities

Skill in:

Resourcefulness and organization, initiative and self-motivation.

Ability to:

Provide exceptional customer service to all employees and vendors.

Develop necessary skills from on-the-job training and meet standards of performance for the classification by the end of the probationary period.

Foster a teamwork environment.

Model and practice the highest standards of ethical conduct.

Accept close supervision, criticism and/or discipline and work within an established chain of command organizational structure.

Accurately assess problems and understand needs & situations.

Acquire knowledge of communications rules, regulations, theory, operations, equipment, principles & capabilities, limitations & backup system alternatives.

Act in a decisive, tactful and courteous manner, using good judgment, common sense & reason.

Anticipate needs and evaluate alternatives and contingencies.

Control conversations, quickly gathering pertinent and relevant information.

Develop knowledge of cooperating agency procedures and resources - mutual aid.

Exercise tact & diplomacy, striving to promote a positive & cooperative atmosphere.

Hear multiple normal level conversations simultaneously, distinguishing between voices and sources to ascertain relevant information quickly and accurately.

Learn fire equipment and resource capabilities and develop strategy for various types of fire & rescue emergencies.

Learn new information and initiate improvements in technical and procedural areas.

Learn and quickly apply rules, practices, policies & procedures, including mutual, automatic, and initial action agreements, and to interpret them correctly.

Maintain emotional stability, patience, loyalty and commitment to the organization.

Obtain certification to provide emergency medical pre-arrival instructions.

Quickly and accurately follow written and oral instructions.

Rapidly & accurately operate complex computerized & mechanical equipment.

React quickly, efficiently and calmly in emergencies & stressful situations.

Read and discern visual images on a variety of media including multiple screens and computer systems.

Read and understand street maps, learn and retain a workable knowledge of cities, roadways, major buildings and geography of system and surrounding jurisdictions.

Read, write legibly, spell, comprehend & communicate effectively in proper English.

Speak clearly, distinctly and correctly with good modulation.

Take initiative and exercise dependability, maturity and self-confidence.

Take notes, organize information & thoughts and develop notebooks, projects, records and reports.

Type at least 30 words per minute (net) while conversing on telephone and/or radio.

Understand, retain and repeat simple and complex oral and written instructions.

Use work time properly and productively, producing high quality, accurate work.

Work closely with others in a teamwork environment, actively supporting team concepts.

Work in confined, low light environment for extended periods of time while seated.

Work within a chain of command in a paramilitary organizational structure.

Other Characteristics**Willingness to:**

Assume responsibility for maintaining a safe working environment.

Attend training classes in communications and Fire Department procedures.

Participate in an extensive, comprehensive on the job training program, developing necessary skills to meet standards of performance for the classification by the end of the probationary period.

Work overtime as requested or required in emergencies.

Work rotating shifts, including nights, weekends and holidays and respond to emergency recall.

Desirable Qualifications

Bilingual abilities in languages spoken in the communities served by the Verdugo Fire Communications Center.

Prior experience in two-way radio operation in a public safety emergency communications dispatch system.

Knowledge of Computer Aided Dispatch (CAD) systems.

~~Knowledge and~~ Certification in [California Mutual Aid Resource Ordering Platform](#) ~~Resource Ordering and Status System (ROSS).~~

Knowledge of public-safety related computer operations/systems/software.

Special Conditions

Smoking is not permitted inside fire facilities or vehicles or while in uniform.

Requires wearing uniforms, headsets and working in a closely situated work area.

[All tattoos or other skin markings and their visibility must conform to the](#) ~~Unless otherwise exempted, no employee of the~~ Glendale Fire Department [Tattoo Policy](#). ~~shall have any visible tattoos or other skin markings.~~

Note

An equivalent combination of experience, education and/or training may be considered as a substitute for the listed minimum requirements.

FIRE COMMUNICATIONS OPERATOR TRAINEE

Distinguishing Characteristics:

This trainee classification works under close supervision participating in training work leading to progressively responsible tasks in the Verdugo Fire Communications Center.

Additional Essential Functions:

Studies, reviews, and trains in communications and fire department operations to develop a complete and accurate concept and understanding of the nature of fire service.

Additional Minimum Requirements:

Ability to:

Acquire knowledge of communications rules, regulations, theory, operations, equipment, principles & capabilities, limitations & backup system alternatives.

Learn new information and initiate improvements in technical and procedural areas.

Learn fire codes, rules, policies & procedures quickly and to interpret them correctly.

Learn fire equipment and resource capabilities and develop strategy for various types of fire responses and emergencies.

Experience:

Some general clerical experience involving public contact is desirable.

FIRE COMMUNICATIONS OPERATOR

Distinguishing Characteristics:

Upon successful completion of the Fire -Communications Training Program, Fire Communications Operator Trainees will be appointed to the Fire Communications Operator classification and will continue performing a full range of dispatching functions within the Verdugo Fire Communications Center.

Under general supervision, performs the full range of radio-telephone operational duties in the dispatch of public safety personnel and equipment and specialized operational duties.

Additional Minimum Requirements:

Experience

Experience sufficient to successfully perform the essential duties of the job such as those listed above. Successful completion of the Fire Communications Training Program or one year experience in Public Safety Communications involving dispatch.

SENIOR FIRE COMMUNICATIONS OPERATOR

Distinguishing Characteristics:

Under general supervision, this advanced journey-level position performs the full range of radio-telephone operational duties in dispatching public safety personnel and equipment and specialized operational duties.

Additional Essential Functions:

Assists supervisory personnel in the operations of the Center and functions. May serve as Fire Communications Shift- Supervisor as needed. Supervisor and/or Executive Administrator/Verdugo Fire Communications in his/her absence. Identifies errors in performance to Shift Supervisor(s) or Executive Administrator/Verdugo Fire Manager. Handles initial hardware or software issues. Ensures policies and procedures are followed. Directs personnel to perform routine and operational functions and tasks when appropriate. Ensures work is accomplished. Secondarily Designated R responsible person on shift and heavily participates in information flow.

May be assigned to an administrative assignment as needed.

Additional Minimum Requirements:

Knowledge, Skills, and Abilities

Knowledge of:

Policies and procedures affecting the Fire Department.

Skill in:

Making independent judgments and decisions based on standard policy and procedure.

Ability to:

Be accurate and detail oriented.

Effectively supervise subordinates, if necessary.

Establish smooth working relationships.

Exercise judgment and discretion in problem situations.
 Foster a teamwork environment.
 Provide leadership ~~skills.~~
 Review and evaluate employee's job performance.
 Train or coach personnel in the performance of tasks required for their jobs.
~~Work within a chain of command organizational structure.~~

Experience

Two years of experience in Public Safety Communications involving dispatching.

FLSA DESIGNATION

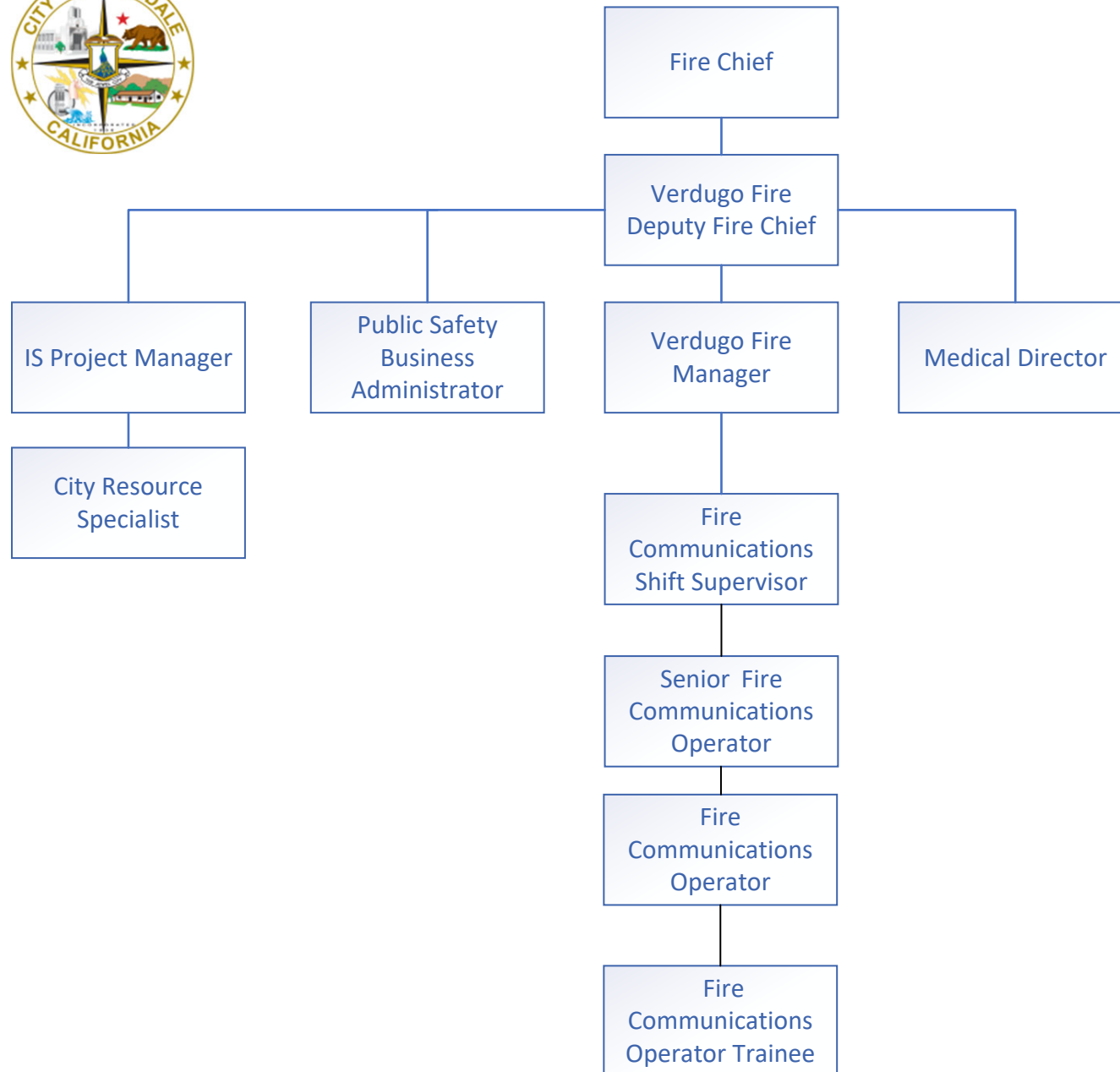
Fire Communications Operator Trainee – Non Exempt

Fire Communications Operator - Non Exempt

Senior Fire Communications Operator - Non Exempt

Revised Class Specification Series	Revised by: NK DS
Previously Approved 04/92, 07/96, <u>02/23/11</u>	Job Family: Fire Communications Operations Series
Approved by Commission 02/23/11 <u>03/12/25</u>	

Verdugo Fire



Interim Fire Chief
Jeff Brooks