CARVER FIRE DEPARTMENT

Standard Operating Guidelines

Section 1.04 – Classifications & Responsibilities **June 15, 2013**

1.0 PURPOSE

The purpose of this guideline is to outline the duties, responsibilities, and qualifications for members of the Carver Fire Department

1.1 SCOPE

The departmental officers shall have the responsibility, and must be able to devote the time necessary in operating and conducting the business of the Fire Department. All elected and appointed officers shall have demonstrated proficiency in fire department administration, fire suppression, and emergency management. The privilege to vote for an individual for an office should be considered a matter of personal preference; however, the following qualifications / traits should be paramount in the decision making process of the voting individual:

Training, Experience, Leadership, Decisiveness, Availability, Composure, Innovation, Dedication

1.2 GENERAL DUTIES BY POSITION

The General duties and responsibilities pertaining to each officer and position in the Carver Fire Department are described in this guideline.

1.3 FIRE CHIEF

01. The **Fire Chief** is appointed by the Board of Selectmen per MGL C 48 s 42. The Fire Chief (FC) is the Chief Officer of the Carver Fire Department. Has full and absolute authority in the administration of the Fire Department including the appointment of all Officers and Firefighters. Makes and implements all rules and regulations for the Fire Department. Creates and implements department policy and budget; responsible for paid and call personnel and is the primary department official; specifically accountable to the Board of Selectmen and generally accountable to the public and the State Fire Marshall under the provisions of MGL C 148.

02. The Fire Chief's responsibilities include, but are not limited to:

- Delegating authority and related responsibilities.
- Establishing achievable goals and verifying completions.

- Providing a safe, healthful, and environmentally sound organization
- Achieving appropriate moral and ethical standards of performance.
- Providing leadership in all regards.
- Providing the process for continual improvement.
- Providing clear, open, and honest communications to all.
- Understanding and satisfying the community's needs of services.
- Verifying compliance with all legal requirements.
- Assuring adequate policies and procedures are in place.
- Assuring staff personal development.

03. The Fire Chief's duties include, but are not limited to:

- Maintaining order and discipline within the Department
- Assuring qualified command officers are in place at all responses.
- Assuring sufficient manpower is in place at all responses.
- Being the Carver Fire Department focal point of mutual aid
- Budget preparation, justification, and implementation.
- Responding to all structural fires, rescues, and serious incidents when available.
- Representing the Carver Fire Department in professional organizations.
- Verifying proper equipment is purchased and maintained.
- Verifying Carver Fire Department policies and procedures are enforced.

1.4 DEPUTY FIRE CHIEF – Operations, Training & Communications

01. The **Deputy Fire Chief** of **Training, Operations and Communications** (DFC) is the second in-charge officer of the CFD in regards to Training, Operations and Communications and third in-charge officer of the CFD in regards to Administrations, Code Enforcement and Fire Prevention. The Deputy Chief is appointed by and answerable to the Fire Chief and considered second in charge of the entire Department. The DFC is empowered and responsible to fulfill the Fire Chiefs duties in the absence of the Fire Chief.

02. Minimum Qualifications:

- 10 Years Active Service as a Firefighter
- Firefighter I/II Certified
- Fire Instructor I Certified
- Fire Officer I Certified
- High school diploma or GED
- Sufficient documentation to clearly demonstrate efforts to keep abreast of current changes in the Fire Service by taking State / Federal Fire Academy courses, attending seminars, or any other medium that establishes an ongoing current interest in the profession.

03. Desirable Experience & Education

- Completion of a two or four year degree program in fire science, public
- management, business administration, or related field
- Fire Officer II certification
- Experience as a Recruit Training Instructor
- 5 years as a Carver Firefighter
- 5 years as a Captain or Lieutenant

04. The Deputy Fire Chief's responsibilities include but are not limited to:

- To assist and assume the duties of the Fire Chief in the area of Training, Operations and Communications in the absence of the Chief
- Overseeing fire operations, response procedures and maintaining adequate Fire coverage throughout the Town.
- Developing Operation Training programs
- Assuring and overseeing adequate training of all Officers and Firefighters.
- Managing and maintaining the new CFD Training Facility
- Oversee and manage Fire Certification programs
- Managing CFD's Recruit Training Program
- Managing and supervising the Fire Dispatch Center located in the Fire Station
- Managing town wide Fire Communications and Commutation Systems
- Managing and overseeing Fire Department Technology systems.
- Overseeing and managing Fire Apparatus Maintenance and Repairs
- Developing and maintaining a Building and Incident Preplan system
- Supervision of all lower ranking officers and firefighters.
- Assisting the Fire Chief to carry out all activities to promote goals, policies and procedures, leadership, and continual improvement of CFD.
- Assist in a variety of administrative duties involving the planning, coordination and direction of the Fire Department.

05. The Deputy Fire Chief's duties include, but are not limited to:

- Assist in the planning, development and implementation of policies, goals, objectives and priorities
- Participate in planning, directing and coordinating departmental personnel and general administrative activities
- Prepare memoranda, directives and a variety of technical and departmental reports and records
- Supervise and manage the Fire Dispatch Center, including communications equipment, computers and technology equipment associated within

- Manage fire department technology system associated with fire stations, apparatus and equipment
- Assist in recruiting and hiring of new Firefighters
- Assist in preparing Department for Official Accreditation
- Assist in preparing Department to receive a lower Insurance Services Organization (ISO) rating
- If directed, assist the Assistant Fire Chief in Fire Prevention activates
- Form and coordinate assigned committees as directed by the Fire Chief
- Assist the Fire Chief in budget preparation and administration
- Respond to difficult complaints and requests for information
- Represent the Town in relationships with the public, community groups, professional organizations, and other Town Departments
- Assist in coordinating building and facility maintenance, repair, expansion and enhancement activities
- If directed, assist in equipment and apparatus specifications and procurement
- Assist crews in repairing, cleaning, inspecting and placing in service fire equipment before and after fire incidents
- On occasion, assume the duties of the Fire Dispatcher
- Respond to major fires and as directed, personally direct fire suppression activities and assume Incident Command functions
- Make technical decisions as to the best methods of extinguishing fires, after observing the fire and receiving oral reports from Company Officers
- Ascertain the need for any type of additional equipment necessary to counteract the emergency; and as directed coordinate fire suppression resources at mutual aid responses
- Assist in the investigation of the cause and circumstance of fires and explosions within the Town
- Serve as acting Fire Chief as assigned
- Perform related duties as assigned

1.5 ASSISTANT DEPUTY FIRE CHIEF – Administration, Code Enforcement & Fire Prevention

01. The **Assistant Deputy Fire Chief (3rd in Rank)** of **Administration, Code Enforcement and Fire Prevention** is appointed by the Fire Chief and answerable to the Fire Chief (1st in Rank) and Deputy Fire Chief (2nd in Rank). The position is classified as the third in charge Officer of the entire Fire Department. The Assistant Deputy Fire Chief is empowered and responsible to fulfill the Fire Chiefs and Deputy Fire Chiefs duties in their absence.

02. Minimum Qualifications:

- 10 Years Active Service as a Firefighter
- Firefighter I/II Certified
- Fire Instructor I Certified
- Fire Officer I Certified
- Fire Prevention Officer Level Basic Certified
- Fire Prevention Officer Level I or Fire Inspector I
- High School Diploma or GED
- Sufficient documentation to clearly demonstrate efforts to keep abreast of current changes in the Fire Service by taking State/Federal Fire Academy courses, attending seminars, or any other medium that establishes an ongoing current interest in the profession
- If the individual appointed does not posses certification at the time of appointment, he/she will be required to pass and be certified by the Massachusetts Fire Training Council as a Fire Prevention Officer II, and complete the Mass Fire Academy Fire Chief Officer Course within two years of appointment.

03. Desirable Experience & Education

- Completion of a two or four year degree program in fire science, public management, business administration, or related field
- Fire Officer II certification
- 5 years as a Carver Firefighter
- 3 years as a Captain or Lieutenant

04. The Assistant Deputy Fire Chief's responsibilities include but are not limited to:

- To assume the duties of the Fire Chief in the area of Administrations and Code Enforcement in the absence of the Chief
- Performs a variety of administrative duties involving the planning, coordination and direction of the fire department, providing administrative leadership in budgeting, code enforcement, emergency services, and personnel.

- Participate in planning, directing and coordinating departmental personnel and general administrative activities
- Supervision of all lower ranking officers and members.
- Assisting the Fire Chief to carry out all activities to promote goals, policies and procedures, leadership, and continual improvement of Carver Fire Department
- To assist and assume the duties of the Fire Chief in the area of Administration, Code Enforcement and Fire Prevention in the absence of the Fire Chief
- Performs a variety of administrative duties involving the planning, coordination and direction of the Fire Department, providing administrative leadership in budgeting, bills payable, code enforcement, emergency services, fire prevention and personnel
- Participate in planning, directing and coordinating departmental personnel and general administrative activities
- Assisting the Fire Chief and Deputy Chief to carry out all activities to promote goals, credentialing, policies and procedures, leadership, and continual improvement of the CFD.
- Coordination of Fire Prevention Programs including fire station tours, school fire education programs and testing, public safety education programs and management of the department Safe House
- Coordinating and Enforcing all Code Enforcement activities, including permitting, preplanning, enforcement, inspection, scheduling, billing and reporting
- To research, prepare, write and implement Fire Department grants
- Management of current and future Carver Fire Standard Operating Guidelines (SOG's), including recommendations, drafts, updates, and implementation
- Recruiting and Hiring of new Firefighters
- Elevate/manage our intern Firefighter program and recruiting within the schools
- Building and facility maintenance, cleaning, repair, expansion and enhancement activities
- Implementing Official Department Accreditation and lowering Insurance Services Organization (ISO) rating
- Supervision of all lower ranking Officers and Firefighters

05. The Assistant Deputy Fire Chief's duties include, but are not limited to:

- Assist in the planning, development and implementation of policies, goals, objectives and priorities
- Participate in planning, directing and coordinating departmental personnel and general administrative activities
- Prepare memoranda, directives and a variety of technical and departmental reports and records
- Leadership role in preparing Department for Official Accreditation
- Leadership role in preparing Department to receive a lower Insurance Services Organization (ISO) rating
- Assists the Deputy Chief in Department Training actives and managing the new CFD Training Facility
- Coordinate Firefighter recruiting programs and hiring of new Firefighters
- Maintain Firefighter Training Records
- Assume the role of Safety Officer in the absence of the Department Safety Officer (401)
- Form and coordinate assigned committees as directed by the Fire Chief
- Assist the Fire Chief in budget preparation and administration duties
- Supervise and coordinate the maintenance of personnel records
- Respond to difficult complaints and requests for information
- Represent the Town in relationships with the public, community groups, professional organizations, and other Town Departments
- Coordinate building and facility maintenance, cleaning, repair, expansion and enhancement activities
- Assist in equipment and apparatus specifications and procurement
- Assist crews in repairing, cleaning, inspecting and placing in service fire equipment before and after fire incidents
- On occasion, assume the duties of the Fire Dispatcher
- Respond to major fires and as directed, personally direct fire suppression activities and assume Incident Command functions
- Develop and implement a building preplan program to be utilized department wide
- Assist in making technical decisions as to the best methods of extinguishing fires, after observing the fire and receiving oral reports from Company Officers
- Assist in ascertaining the need for any type of additional equipment necessary to counteract the emergency; and as directed coordinate fire suppression resources at mutual aid responses
- If directed, assist in the investigation of the cause and circumstance of fires and explosions within the Town
- Act as a liaison to the Carver Emergency Management Agency and assume duties as directed

- Serve as acting Fire Chief as assigned
- Perform related duties as assigned

1.6 CAPTAIN

01. Each Station shall have a Captain position assigned to it. Captains are appointed for a three-year term by the Fire Chief after election by members of their respective Companies. The Fire Chief has veto power over the election. Although a Captains immediate area of responsibility is the Company to which he/she is assigned, his/her rank and authority extends over the entire Department.

02. Minimum Qualifications:

- 8 Years active service as a Carver Firefighter
- Firefighter I/II Certified
- Fire Instructor I Certified
- Fire Officer I Certified
- High School diploma or GED

03. Desirable Experience & Education

- 3 years as a Lieutenant in the Carver Fire Dept.

04. The Captain's responsibilities include, but are not limited to:

- To ensure that all members assigned to the respective Company conduct
- themselves in a prompt and efficient manner on and off the fireground.
- To maintain order and discipline within the Company.
- To ensure the station and the apparatus housed within are kept in good
- condition.
- To be notified of, and pass on to the Chief notice of needed repairs to the
- station or apparatus.
- To ensure that the department training program is carried out at the
- Company level

- To identify and ensure that training needs specific to the Company are met.
- To ensure all equipment is recovered, properly cleaned, and made ready for the next response.
- To identify and address training deficiencies within the Company.

05. The Captain's duties include, but are not limited to:

- To respond to fires, emergencies, and other related matters.
- To act in a command position until properly relieved by a superior officer.
- To assist in the planning, directing and attacking fires or emergencies.
- To supervise and/or conduct Company drills and instruction periods. (8/05)
- To lead or delegate projects deemed necessary by the Chief or Deputy.
- To submit reports of all responses, drills, and significant events involving the respective Company

1.7 LIEUTENANT

01. Each station shall have 2 Lieutenants positions assigned to it. The Company Lieutenants, herein referred to as Lts., report to the Captain of their respective Stations. Lts. are appointed for a three-year term by the Fire Chief after election by members of their respective companies. The Fire Chief has veto power over the election. Although the Lts. immediate area of responsibility is the Company to which he/she is assigned, his/her rank and authority extends over the entire Department.

02. Minimum Qualifications:

- 5 Years active service a Carver Firefighter
- Firefighter I/II Certified
- Fire Instructor I Certified
- High School diploma or GED

03. The Lieutenant's responsibilities include, but are not limited to:

- To act as the Company Safety Officer/Accountability Officer.
- To act as the Company Recruit Training Coordinators. (8/05)
- To assist the Captain in carrying out the activities of the Company.
- To assume the duties of the Captain in the absence of the Captain.
- To ensure that all equipment is recovered, properly cleaned, and ready for the next response.

04. The Lieutenant's duties include, but are not limited to:

- To respond to fires, emergencies, and other related matters.
- To maintain order and discipline within the Company.
- To act in a command position until properly relieved by a superior officer.
- To assist in the planning, directing, and attacking of fires or emergencies.
- To plan and conduct Company drills and instruction periods. (8/05)
- To perform other related supervisory duties as assigned by a superior officer.

1.8 SAFETY OFFICER

01. The **Safety Officer** (SO) is the second in-charge Officer of the Carver Fire Department in regards to Safety. The Department Safety Officer is appointed by and answerable to the Fire Chief or the Fire Chief's designated representative. The Safety Officer is empowered and responsible to manage the Fire Department Occupational Health and Safety Program to the highest standard, without sacrificing operational standards of the Department.

02. Minimum Qualifications:

- 8 Years active service as a Carver Firefighter
- Firefighter I/II Certified
- Fire Instructor I Certified
- Fire Officer I Certified
- High School diploma or GED

03. Desirable Experience & Education

- Completion of a two or four year degree program in fire science, public management, business administration, or related field
- Fire Safety Officer I Certification
- 5 years as a Carver Firefighter
- 3 years as Captain or Lieutenant

04. The Safety Officer's responsibilities include, but are not limited to:

- Assuming the responsibilities of the Health and Safety Officer for the Carver Fire Department
- Assuming the responsibilities of a Line Officer, rank of Captain, if the incident warrants
- Continually monitor conditions, radios, activities and operations at incidents with regards to safety and report the status of conditions, hazards and risks to the Incident Commander or if warranted, corrects immediately

- Ensure that safety zones, collapse zones, hot zones, etc. are communicated to all members present at an emergency scene
- Ensure that responding private vehicles, apparatus, scene traffic hazards, apparatus placements, while training or at an incident, transpire in a safe manner
- Responsible for implementing and maintaining the Carver Fire Department Accountability System in house, during training and at a fire scene
- Develop, manage, communicate and annually update the Departments risk management plan
- Assume responsibilities as the Departments infection control officer ensuring that the Carver Fire Department meets infection control requirements
- Ensure safety inspections are made of all Fire Department facilities and apparatus and recommend or correct any deficiencies.
- Maintain knowledge of Occupational Safety and Health Hazards, Laws, Codes and Standards involved in emergency operations
- Assist the Fire Chief to ensure the best safety policies, procedures and tactics are in place for the members of the Carver Fire Department

05. The Safety Officer's duties include, but are not limited to:

- Responding to Carver Fire Department incidents deemed to be a potential safety hazard
- Participate in planning, directing and coordinating departmental personnel and general administrative activities in the area of safety
- Prepare departmental memoranda, directives and a variety of technical and departmental documents including updated accountability lists
- Prepare, write and implement department grants in the area of fire safety
- Maintain and update the Carver Fire Department Accountability System
- Develop a Health and Safety Plan for the Department
- Creation of a voluntary fitness program and possible fitness area for the members of the Carver Fire Department
- Ascertain the need for and type of additional equipment necessary to counteract safety concerns within the Department
- Serve as a Recruit Trainer
- Serve as a member of the Training Center Committee
- Assist the Deputy of Administration in the coordination of Fire Prevention Programs
- Assist the Deputy of Operation's and Training in developing Training Programs / Recruit Training and Drills
- Perform related duties as assigned

1.9 TRAINING OFFICER

It shall be the duty of the Training Officer to oversee the entire Carver Fire Department training program. He/She shall work with Departmental Officers in the establishment of training sessions and drills that will provide the best possible training to all members. Programs established for this training must demonstrate proper methods of using all Departmental apparatus and equipment as well as the proper methods of fire suppression and rescue insuring personal safety.

2.0 COMPANY SAFETY/ACOUNTABILITY OFFICER

The Company Safety/Accountability Officers within each company shall have the responsibility to identify and cause correction of health and safety hazards within the Department. They shall be responsible for the development and implementation of the Carver Fire Department Accountability System.

2.1 CHAPLIN(S)

Shall not be a mandatory office, but should be filled. The Chaplain shall be responsible for the spiritual and divine requirements of the Fire Department, and shall, with other Departmental officers, console the family of any injured Firefighter.

2.2 FIREFIGHTER

01. Firefighters are appointed initially by the Fire Chief. Annually thereafter they are reappointed by the Chief upon recommendation by a committee comprised of the Officers of the Fire Department described below. The Fire Chief has veto power in the appointment process.

02. The Firefighter's responsibilities include, but are not limited to:

- To conduct themselves in a safe, prompt, and efficient manner on and off the fireground.
- To pass on to a Company Officer notice of needed repairs to the station or apparatus.
- To be aware of and participate in Departmental and Company training activities.
- To make sure that all equipment is recovered, properly cleaned, and ready for the next response.
- To respond to fires, emergencies, and other related matters
- To act in a command position in the absence of an Officer
- To perform firefighting work involving hazardous tasks under emergency conditions
- To perform related work as required.

2.3 DIVEMASTER

01. The Divemaster is appointed for a three year term by the Fire Chief after election by members of the dive team.

02. Minimum Qualifications:

- 5 Years of experience as a diver
- Carver Fire Department Dive Team member for 3 years.
- Open Water certification
- Advanced Open Water certification.
- Thorough knowledge of Carver Fire Department Dive Team policies and procedures.
- Ability to train, supervise, and motivate.
- Ability to effectively communicate and represent the Department to other communities.

03. Desirable Qualifications

- Divemaster certification
- Rescue Diver certification
- Ice Diver certification

04. The Divemaster's responsibilities include, but are not limited to:

- Works under the direct supervision of the Fire Chief with overall responsibility for the Dive Team and it's actions.
- Makes recommendations to the Fire Chief relative to equipment purchase, maintenance, and replacement.
- Ensures that equipment assigned to the Team is kept in good condition.
- To be aware of all activities and training of the Team.
- To identify and address training deficiencies of the Team.
- Attends monthly staff meetings and participates in formulation of procedures and guidelines.
- Represents the Carver Fire Department to the County Dive Organizations.

05. The Divemaster's duties include, but are not limited to:

- To respond to all water and ice related emergencies.
- To act as the Incident Commanders designee in matters relating to the dive/rescue.
- To plan, supervise and coordinate drills and other training
- To create and maintain records relative to the Dive Team.
- To submit reports of all dive team responses, drills, and significant activities.
- To perform related work as required.

2.4 ASSISTANT DIVEMASTER

01. The Assistant Divemaster is appointed for a three year term by the Fire Chief after election by members of the dive team.

02. Minimum Qualifications:

- 3 Years of experience as a diver
- Carver Fire Department Dive Team member for 2 years.
- Open Water certification
- Advanced Open Water certification.
- Thorough knowledge of Carver Fire Department Dive Team policies and procedures.
- Ability to train, supervise, and motivate.

03. Desirable Qualifications

- Ice Diver certification
- Rescue Diver certification
- Ice Diver certification

04. The Asst. Divemaster's responsibilities include, but are not limited to:

- To assume the duties of the Divemaster in his/her absence.
- To act as the Dive Team Safety Officer/Accountability Officer.
- To assist the Divemaster in carrying out the activities of the Team.
- To ensure that all equipment is recovered, properly cleaned, and ready for the next response.
- To attend monthly staff meetings and participate in formulation of procedures and guidelines

05. The Asst. Divemaster's duties include, but are not limited to:

- To respond to all water and ice related emergencies.
- To assist in planning, supervision and coordination of drills and other training
- To create and maintain records relative to the Dive Team.
- To perform related work as required.

2.5 APOINTMENT OF DIVE TEAM MEMBERS

Dive Team members shall be appointed by the Fire Chief annually in January of each year. Prior to the appointments a committee comprised of the Officers of the Fire Department, Divemaster, and Assistant Divemaster shall meet and formulate recommendations to the Chief regarding personnel assigned to the Dive Team. There shall be two classifications of Dive Team membership - DIVER and SUPPORT CREW. Both the divers and support crew have voting rights in the election of the Divemaster and Assistant Divemaster.

2.6 FULL TIME FIRE DEPARTMENT DISPATCHER

01. SUMMARY: Operates communication equipment to receive incoming emergency and non-emergency calls for assistance and dispatches personnel and equipment to scene.

02. ESSENTIAL FIRE DISPATCH DUTIES AND RESPONSIBILITIES - The following duties and responsibilities are illustrative of the primary functions of this position and are not intended to be all-inclusive.

- Questions caller to determine nature of problem, priority and jurisdiction of call, and type and, number of personnel and equipment needed.
- Prioritizes all incoming emergency and non-emergency calls and determines appropriate priority or response.
- Performs crisis intervention with distraught callers during high-risk situation until appropriate emergency field units arrive on scene.
- Scans status charts and computer screens to determine units available and their locations.
- Operates multichannel radio consoles to dispatch emergency and non-emergency resources and to relay instructions or information.
- Provides pre-arrival instructions to caller such as emergency evacuation information.
- Receive, respond to, investigate and attempt to resolve all complaints regarding problems or incidents involving the performance of the Fire Department Dispatch Team concerning the Fire Department.
- Maintain complaint records and report all incidents and action taken to the Fire Chief. Bring to the attention of the Fire Chief any complaints against the Fire Department and assist him/her in resolving these complaints.
- Updates all Fire Dispatcher Procedures as directed by the Fire Chief and ensures all Full-time and Part-time Fire Dispatchers are made aware of the changes.
- Routinely maintain post and distribute Carver Fire personnel phone lists to all Fire Department and Public Safety dispatchers.
- Checks computer log inputs daily to ensure accuracy and compliance with standard procedures. Take steps to correct any re-occurring problems.
- Responsible for filling his/her vacant fire dispatch shifts for requested time off.

- Recommend new policies, changes, and additions to existing policies.
- Assure all Fire, EMS and EOC policy and procedures stay updated and are easily accessible at all times for all dispatchers.
- Assure maps, phone lists and memos pertaining to Fire are posted and accessible.
- Provides information and referrals to citizens and other emergency agencies.
- Maintain responsible party lists for commercial and residential properties. Keep list of both types of properties current.
- Assure replacement fire mintior pagers / batteries are charged and logged out as needed
- Responsible for filling dispatcher shifts and coordination part-time shifts with Part Time Dispatcher, Glenda Harriman

03. ESSENTIAL CLERICAL DUTIES:

- Performs various clerical duties such as delivering messages, updating and managing fire dispatch filing system, and changing backup tapes.
- Responsible for processing all fire department bills payable
- Responsible for processing all weekly and monthly Dispatcher and Firefighter payrolls.
- Maintains confidential files such as training, personnel and criminal investigations.
- Responsible for maintaining fire department Open Burning Permit Program
- Responsible for issuing Open Burning Permits to customers – Normally 1,400 per year
- Responsible for scheduling, issuing and maintaining our Oil Burner and Special Permit System in File Maker Pro – Average 500 - 1000 per year
- Responsible for scheduling and maintaining records for Smoke Detector Inspections – Average 200 per year

04. ESSENTIAL TRAINING DUTIES:

- Responsible for training new Fire Dispatchers and coordination this training with the Head Public Safety Dispatcher located in the Police Station.
- Assure all dispatchers stay current on Fire Simulator Training, Backup Repeater System and 2nd and 3rd Backup Radio procedures
- Assure that all dispatchers are trained and that they use and maintain their Fire Department email.
- Make recommendations to, and/or coordinate for the Fire Chief any training which may be beneficial to Carver Fire Dispatchers.

05. ESSENTIAL COMUTER DUTIES:

- Assists in the management and maintenance of the Fire Dispatch computer system.
- Responsible for implementing and maintaining our I AM RESPONDING Computer System
- Responsible for implementing and maintaining our Real Time GPS Vehicle Tracking system
- Responsible for maintaining and resupplying Dispatch Copier, Printer and Fax Machine.

06. FIRE APPARATUS / FIRE EQUIPMENT / DISPTACH EQUIPMENT REPAIR DUTIES:

- Coordinate with Town Mechanics, Mobile Fire Apparatus and Equipment vendors for repairs of Fire Department Vehicles and Equipment.
- Keeps Fire Chief apprised of vehicles / equipment out of service for extended periods (usually more than a shift).
- Responsible for data entry of vehicle / equipment maintenance records.
- Assure that all maintenance and repair records are logged and maintained.
- Arrange for routine maintenance or repair of all equipment in the Dispatch area after consultation with the Fire Chief, depending on equipment needing repair. Act as a liaison with the radio communications repair vendor.

07. OFFICE EQUIPMENT & SUPPLIES:

- Periodic cleaning and general maintenance of Fire Dispatch equipment and office machinery including radios, telephones, computers, keyboards, printers, paging equipment, facsimile machines, battery chargers, alarm boards, time clocks, desk area and etc.
- Responsible for maintain adequate office supplies for use in the Dispatch and Administration areas of the Department.

08. SUPERVISORY RESPONSIBILITIES: This position is not responsible for the supervision of regular town employees.

09. QUALIFICATIONS: The requirements listed below are representative of the knowledge, skills and abilities required to perform the necessary functions of this position.

10. KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to type and use computer programs.
- Ability to handle high stress and emergency situations.
- Ability to handle multiple tasks simultaneously.
- Ability to read maps and provide directions.

- Ability to add, subtract, multiply and divide numbers.
- Ability to define problems, collect data quickly and accurately, establish facts, and draw valid conclusions.
- Ability to transmit facts calmly and concisely over the radio and telephone.
- Must be physically able to operate a variety of automated office machines, which includes a computer, adding machine, fax machine, and copier.
- Ability to carry out instructions furnished in written, oral or diagrammatic form.
- Ability to talk and/or hear (talking- expressing or exchanging ideas by means of spoken words; hearing- perceiving nature of sounds by ear).
- Ability to coordinate hands and eyes rapidly and accurately in using automated office equipment.
- Ability to work shifts.

11. EDUCATION and EXPERIENCE - High school diploma or general education degree (GED); three years of successful work experience in any field; or equivalent combination of education and experience.

12. LANGUAGE SKILLS - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

13. REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

14. PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds.

15. WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The employee works in a normal office environment. The noise level in the work environment is usually moderate.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The testing process may include a written test, typing test, and several interviews. Successful candidates undergo a background investigation including a criminal history check, and drug screening.

2.6 PART TIME FIRE DEPARTMENT DISPATCHER

01. SUMMARY: Operates communication equipment to receive incoming emergency and non-emergency calls for assistance and dispatches personnel and equipment to scene.

02. ESSENTIAL PART TIME FIRE DISPATCH DUTIES AND RESPONSIBILITIES

The following duties and responsibilities are illustrative of the primary functions of this position and are not intended to be all-inclusive.

- Questions caller to determine nature of problem, priority and jurisdiction of call, and type and, number of personnel and equipment needed.
- Prioritizes all incoming emergency and non-emergency calls and determines appropriate priority or response.
- Performs crisis intervention with distraught callers during high-risk situation until appropriate emergency field units arrive on scene.
- Scans status charts and computer screens to determine units available and their locations.
- Operates multichannel radio consoles to dispatch emergency and non-emergency resources and to relay instructions or information.
- Provides pre-arrival instructions to caller such as emergency evacuation information.
- Receive, respond to, investigate and attempt to resolve all complaints regarding problems or incidents involving the performance of the Fire Department Dispatch Team concerning the Fire Department.
- Maintain complaint records and report all incidents and action taken to the Fire Chief. Bring to the attention of the Fire Chief any complaints against the Fire Department and assist him/her in resolving these complaints.
- Updates Fire Dispatcher Procedures as directed by the Fire Chief and ensures all Part-time Fire Dispatchers are made aware of the changes.
- Checks computer log inputs daily to ensure accuracy and compliance with standard procedures. Take steps to correct any re-occurring problems.
- Responsible for filling his/her vacant fire dispatch shifts for requested time off.
- Recommend new policies, changes, and additions to existing policies.
- Assure maps, phone lists and memos pertaining to Fire are posted and accessible.
- Provides information and referrals to citizens and other emergency agencies.
- Maintain responsible party lists for commercial and residential properties. Keep list of both types of properties current.
- Assure replacement fire mintior pagers / batteries are charged and logged out as needed

03. ESSENTIAL CLERICAL DUTIES:

- Performs various clerical duties such as delivering messages, updating and managing fire dispatch filing system, and changing backup tapes.
- Responsible for issuing Open Burning Permits to customers – Normally 1,400 per year
- Responsible for scheduling, issuing Oil Burner and Special Permit inspections in File Maker Pro – Average 500 - 1000 per year
- Responsible for scheduling and maintaining records for Smoke Detector Inspections – Average 200 per year

04. ESSENTIAL TRAINING DUTIES:

- Make recommendations to, and/or coordinate for the Fire Chief any training which may be beneficial to Carver Fire Dispatchers.

05. ESSENTIAL COMUTER DUTIES:

- Responsible for implementing our I AM RESPONDING Computer System
- Responsible for implementing our Real Time GPS Vehicle Tracking system
- Responsible for resupplying Dispatch Copier, Printer and Fax Machine.

06. FIRE APPARATUS / FIRE EQUIPMENT / DISPTACH EQUIPMENT REPAIR DUTIES:

- Coordinate with Town Mechanics, Mobile Fire Apparatus and Equipment vendors for repairs of Fire Department Vehicles and Equipment.
- Keeps Fire Chief apprised of vehicles / equipment out of service for extended periods (usually more than a shift).
- Responsible for data entry of vehicle / equipment maintenance records.
- Assure that all maintenance and repair records are logged and maintained.
- Arrange for routine maintenance or repair of all equipment in the Dispatch area after consultation with the Fire Chief, depending on equipment needing repair. Act as a liaison with the radio communications repair vendor.

07. OFFICE EQUIPMENT & SUPPLIES:

- Periodic cleaning and general maintenance of Fire Dispatch equipment and office machinery including radios, telephones, computers, keyboards, printers, paging equipment, facsimile machines, battery chargers, alarm boards, time clocks, desk area and etc.

08. SUPERVISORY RESPONSIBILITIES: This position is not responsible for the supervision of regular town employees.

09. QUALIFICATIONS: The requirements listed below are representative of the knowledge, skills and abilities required to perform the necessary functions of this position.

10. KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to type and use computer programs.
- Ability to handle high stress and emergency situations.
- Ability to handle multiple tasks simultaneously.
- Ability to read maps and provide directions.
- Ability to add, subtract, multiply and divide numbers.
- Ability to define problems, collect data quickly and accurately, establish facts, and draw valid conclusions.
- Ability to transmit facts calmly and concisely over the radio and telephone.
- Must be physically able to operate a variety of automated office machines, which includes a computer, adding machine, fax machine, and copier.
- Ability to carry out instructions furnished in written, oral or diagrammatic form.
- Ability to talk and/or hear (talking- expressing or exchanging ideas by means of spoken words; hearing- perceiving nature of sounds by ear).
- Ability to coordinate hands and eyes rapidly and accurately in using automated office equipment.
- Ability to work shifts.

11. EDUCATION and EXPERIENCE: High school diploma or general education degree (GED); three years of successful work experience in any field; or equivalent combination of education and experience.

12. LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

13. REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

14. PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds.

15. **WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The employee works in a normal office environment. The noise level in the work environment is usually moderate.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The testing process may include a written test, typing test, and several interviews. Successful candidates undergo a background investigation including a criminal history check, and drug screening.