

About CAL FIRE

The men and women of the California Department of Forestry and Fire Protection (CAL FIRE) are dedicated to the fire protection and stewardship of over 31 million acres of California's privately-owned wildlands. In addition, the Department provides varied emergency services in 36 of the State's 58 counties via contracts with local governments.

CAL FIRE's values represent beliefs that are shared among the stakeholders of the Department. Values drive the culture and priorities and provide a framework in which decisions are made. CAL FIRE's organizational culture is built upon a total force concept, in which every employee in the Department, regardless of assigned role, plays an integral part in emergency response, public safety, resource management, watershed protection, and meeting the Department's mission and goals.



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COMMUNICATIONS OPERATOR



CAL FIRE

California Department of Forestry
& Fire Protection

An Equal Opportunity Employer



Requirements

Minimum:

- Equivalent to completion of the 12th grade.

AND EITHER

- Six months of experience in the California state service performing the duties of a Dispatcher-Clerk.
- One year of experience in dispatching work involving the operation of radio communications equipment/systems.
- Two years of experience involving a substantial amount of direct and telephone contact with the public and the responsibility to perform numerous tasks simultaneously.

Special Requirements:

Incumbents must be able to work under stress and maintain composure; follow instructions precisely; listen and translate what is heard into the appropriate action; speak English over the telephone quickly and be easily understood; adapt quickly to a variety of situations; act in an emergency situation; write rapidly and legibly; perform several functions simultaneously; hear in the presence of significant background noise; read and comprehend at the level required for the job; determine officer's welfare from voice inflection; establish priorities and take appropriate action; extract critical information from incoming calls; recall a variety of situations and retain information; anticipate the officer's need for assistance; type; operate and monitor a multitude of frequencies and a variety of highly technical communication systems and equipment.

On The Job

Communications Operator - Cal FIRE Communications Operator's duties may include answering and processing 9-1-1 calls, providing Emergency Medical Dispatch (EMD) services and pre-arrival instructions, and dispatching emergency resources, including aircraft.

Other duties include operating multi-frequency/channel radio telephone systems, filling out dispatch logs or typing entries into computer terminals; receiving and transmitting reports of incidents and requests for assistance; answering telephone requests for information; relaying calls for emergency services vehicles, other law enforcement agencies, or other assistance requested by field units.

Depending on circumstances extended shifts, including nights, weekends, and holidays, may be required in this position.

For more information on the classification, visit:

www.calhr.ca.gov



The Scope

Employees in this classification will work under general supervision in an Emergency Command Center (ECC). The positions provide public safety and operational radio communications by performing a variety of duties requiring operation of telecommunications equipment.

Benefits

- Fulfilling Work & Retirement
- Employment Throughout California
- Sick Leave & Vacation Hours
- Health, Dental, and Vision Insurance Options

Salary (Monthly)

Communications Operator

\$4,000.00 - \$6,233.00

