

STATE OF CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION POSITION ESSENTIAL FUNCTIONS DUTIES STATEMENT PO-199 (06/16)		Working Title of Position EMERGENCY COMMAND CENTER OPERATOR	
		Division and/or Subdivision MENDOCINO UNIT	
INSTRUCTIONS: The Director is required by Government Code Section 19818.12 to report (or to record) "...material changes in the duties of any position in his or her jurisdiction". The Position Essential Functions Duties Statement is used for this purpose. Enter identifying information and effective date at the right. Enter brief description of each of the important duties and responsibilities of the position below. Group related duties in numbered paragraphs and indicate the percentage of total time occupied. Indicate the "essential functions" of the position by placing an asterisk (*) in front of those individual duties you determine to be essential to the job. Discuss the duties with the employee assigned to the position. Both the employee and supervisor sign the document where indicated. The supervisor retains the original document and provides a copy to the employee.		Location of Headquarters HOWARD FOREST ECC	
		Class Title of Position COMMUNICATIONS OPERATOR	
		Position Number 542-113-1670-Various	
		Effective Date	
Percentage of Time Required	Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.		
BASIC POSITION DESCRIPTION	Under general supervision of the ECC Duty Officer (Fire Captain) dispatches by radio and telephone; performs both emergency dispatch and non-emergency support work, including clerical and other related work. Will be assigned to work day and/or night shifts or a combination of each on a rotational basis. Ability to work under stress and maintain composure; perform several functions simultaneously, retain, recall, and apply pertinent policies, procedures, and other information, adapt quickly to a variety of personalities and situations; think and act clearly and quickly; write and type legibly and rapidly; give professional and courteous service to every contact including the public, co-workers and cooperating agencies. Works weekends, nights, days and a revolving shift schedule and or pattern.		
40%	1. * Emergency Dispatching Duties: Receives reports of emergency incidents via telephone or radio; follows Emergency Medical Dispatch questioning and protocol for medical calls; enters call information and determines dispatch utilizing Computer Aided Dispatch (CAD) and the Standard Response Plan; completes the dispatch by radio (and/or telephone as per protocol). Maintains status of fire apparatus/aircraft/other equipment assigned to incidents and provides other support as requested by the Incident commander. Provides emergency medical instructions to 911 callers. Works well in conjunction with other cooperating agencies in the timely and accurate processing of emergency incidents.		
25%	2. * Routine Dispatching Duties: Receives daily unit-wide staffing reports and updates equipment and personnel status boards and computer programs including Microsoft Excel, CAD, and ROSS; receives facsimile messages; answers administrative phone lines utilizing an automated phone system; relays weather information via radio and computer (WIMS); coordinates routine movement of fire apparatus and equipment and provides the news media with incident information. Provide accurate and timely flight following to CAL FIRE and various medical aircraft.		
*These are the essential functions for this position. Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of a reasonable accommodation.			
Equal Employment Opportunity (EEO) Statement: All CAL FIRE employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they come in contact with during work hours, during work related activities, and anytime they represent the department. Additionally, all CAL FIRE employees are responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation.			
Job qualifications and/or conditions of employment:		See next page.	
"We have discussed this document in its entirety and understand the duties of this position."			
Employee Signature	Date	Supervisor Signature	Date
Personnel use only		<input type="checkbox"/> Posted to Directory	
Initials and date			

Percentage of Time Required Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.

25% 3. * Emergency Incident Documentation and Non-Emergency Support & Clerical Duties: Completes data entry; checks for documentation accuracy; types letters and other ECC correspondence in a clear and concise manner as needed; sends and receives business email using Microsoft Outlook; uses the internet appropriately to perform state business and assigned duties; updates and revises maps; compiles statistical data as required; disseminates reports and information; files various reports and maintains files in an organized manner; maintains ECC manuals and logs; performs word processing, spreadsheets, and database management utilizing software such as Microsoft Office programs and CAL FIRE programs such as ROSS, CAIRS, ERD, etc; establishes and updates files and completes cost reports (ARC) related to emergency incidents; develops, maintains, and provides administrative support for essential dispatch software applications such as CAD and ROSS.

5% 4. * Law Enforcement Dispatching Duties: provides status checks/monitoring, support, and accountability for CAL FIRE and BLM officers using 10-Code and according to policies and procedures of CAL FIRE.

5% 5. Miscellaneous Duties: Attends training and meetings as directed. Occasionally drives light CDF equipment to training, meetings and/or to pick up or deliver equipment or personnel. Cleans and maintains ECC facilities and equipment on an as needed basis. Completes project assignments accurately and timely.

*These are the essential functions for this position. Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of a reasonable accommodation.

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Job qualifications and/or conditions of employment: Employee must be available to work day and/or night shifts or a combination of each on a rotational basis, as well as to remain on duty and/or be called back to duty on short notice and for extended periods of time due to emergency activity including holiday and weekends.

"We have discussed this document in its entirety and understand the duties of this position."

Employee Signature _____ Date _____ Supervisor Signature _____ Date _____

Personnel use only Posted to Directory _____
 Initials and Date