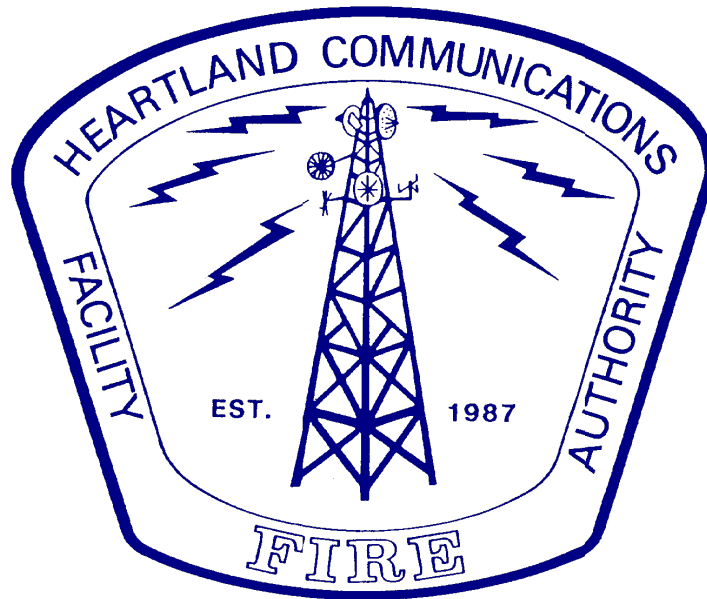


Heartland Communications Facility Authority



Invites applications for the position of

Full Time / Part Time Fire Communications Dispatcher

Serving the Fire Agencies of

JPA MEMBERS

***Alpine Fire Protection District
Bonita/Sunnyside Fire District
City of El Cajon
Lakeside Fire District
City of La Mesa
City of Lemon Grove
San Miguel Fire Protection District
City of Santee
Viejas Fire Department***

CONTRACT AGENCIES

***Barona Fire Department
Campo Reservation Fire Department
Santa Ysabel Fire Department
Sycuan Fire Department***

The Organization

Heartland Communications Facility Authority (HCFA) is a strong and stable 911 dispatch communications center created in 1987 by a Joint Powers Agreement (JPA) to provide emergency communication services to fire/EMS agencies in the eastern and southern areas of San Diego County. The mission of HCFA is to provide high quality, compassionate, emergency dispatch services to the communities and public safety agencies we serve through a cooperative effort and the sharing of resources.

Since its inception, the JPA has worked steadily to enhance emergency communications. In 1990, HCFA installed an 800 MHz trunked radio system. HCFA now operates on the County of San Diego's 800 MHz Regional Communication Systems (RCS), allowing countywide radio coverage. Currently, HCFA is the second largest user of the RCS.

In addition to the JPA member agencies, HCFA also contracts separately with various other agencies and fire protection districts for dispatching services.

HCFA operates a six-position Dispatch Center located in El Cajon, California. The Center is equipped with a modern 9-1-1 Computer Aided Dispatch (CAD) System and consoles used to manage all 9-1-1 incident activities. HCFA is also equipped with a next generation ready 9-1-1 telephone system which interfaces directly with the 9-1-1 CAD system. HCFA uses Regional GIS mapping, alphanumeric and cellphone paging, smart fire station alerting equipment and automatic vehicle locator (AVL) Mobile Data Computers (MDC). HCFA also participates in the Regional Computer-Aided Dispatch Interoperability Project (RCIP) allowing for the sharing of resources between fire agencies and other participating members within the San Diego County.

The Emergency Medical Dispatch Program

HCFA utilizes trained fire dispatch staff to answer both fire and medical calls for service. Equipment and staff exceed all requirements related to the provision of a secondary Public Safety Answering Point, including 9-1-1 ANI/ALI displays, TDD/TTY equipment and alternate language services. All medical emergency callers receive Emergency Medical Pre-Arrival Instructions utilizing the National Academies of Emergency Dispatch (NAED) program. Emergency Medical Dispatching (EMD) is designed to initiate medical care before the arrival of public safety field personnel. EMD medical cards include instructions for CPR, Choking, Childbirth, and other medical needs. Communication Supervisors and Fire Dispatchers are required to complete an extensive EMD certification course as well as meet monthly Quality Assurance reviews with high ratings.

The Position

Under the general supervision of the Fire Communications Supervisor, Dispatchers perform a variety of duties related to processing public safety oriented communications and emergency service dispatch functions. Communication Centers rely on strong, independent judgment, and problem-solving skills. Examples of duties include, but are not limited to the following:

- Must be able to multitask in a highly active 911 environment;
Process emergency and non-emergency 911 calls and administrative phone lines and communicate in a team environment
- Provide Pre-Arrival Instructions (EMD) for callers with medical emergencies;
- Dispatching Public Safety first responders to calls for service following an established protocol;
- Dispatch and effectively communicate to the field units on the radio;
- Successfully, use the Computer Aided Dispatch (CAD) to respond the most appropriate units to each request for a response;
- Work cooperatively with allied agencies, including Law Enforcement, Private Ambulance companies, State and Federal Agencies;
- Collecting and documenting all necessary information associated with public safety calls for service;
- Various other responsibilities associated with the public safety profession.

Minimum Qualifications:

A Combination of Education and Experience Equivalent to:

- Graduation from High School or possession of a GED certificate;
- Current typing certificate demonstrating the ability to type at a corrected rate of at least 35 words per minute;
- Must take and pass the CritiCall Dispatcher Call Taker Test (given by Heartland before the Interview);
- Must be able to multi-task in a **high-stress** environment

The Ideal Candidate:

The ideal candidate works well within a team environment, can follow instructions, apply protocol, and yet work independently when necessary. Further, they should have the ability to demonstrate the following:

- Remain calm and focused in stressful and unusual situations and environments;
- Able to learn new and complex skills, with adaptability to new circumstances and unique situations;
- Able to understand directives/policies and apply them to complex scenarios;
- Learn Fire Department and Medical terminology, jurisdictional boundaries and available types of emergency services;
- Read, interpret and give directions from maps and computer GIS mapping;
- Knowledge and experience with Microsoft Office suite;
- Rapidly evaluate circumstances to make effective and sound operational decisions with minimal supervision.
- Ability to learn geographic features and areas within our JPA and Contract service areas;
- Can effectively follow directions given by the Director, OPS Manager, Supervisor, Zone Duty Chief, Incident Commander or Chief Officer.
- Communicate effectively and concisely in writing, verbally and with the use of a computer;
- Retain and recall complex information presented verbally and in writing and accurately communicate it to others;
- Have the ability to work at a confined workstation for an extended amount of time during long-term incidents;
- Be available for emergency call-back to meet the needs of the organization;
- Able to be flexible with work hours, including but not limited to holidays, weekends, extended shifts, day and night shifts;
- Preferably, have basic radio knowledge of VHF and 800 MHz, 911 Computer Aided Dispatch systems and 9-1-1 phone system;
- Must be able to multi-task during high activity while collaborating with co-workers and field fire units;
- Can coordinate phone, radio and room activity to process all incoming information accordingly.

Compensation and Benefits Overview

HCFA offers the position of a Full-Time Fire Communications Dispatcher an excellent salary and benefits package including:

A multi-year Heartland Fire Dispatcher Association (HFDA) Memorandum of Understand (MOU) Agreement.

July 1, 2018 through June 30, 2018 Annual Salary Range \$47,757 - \$57,803

July 1, 2019 through June 30, 2020 Annual Salary Range \$50,627 - \$61,277

July 1, 2020 through June 30, 2021 Annual Salary Range \$52,645 - \$63,731

Retirement: Heartland has a two-tier CalPERS retirement system: Employees hired after January 1, 2013, will be enrolled in the PERS Pension Reform Act (PEPRA), which provides 2% at 62. Employees hired after January 1, 2013, that are pre-existing PERS members may be eligible to participate in the 2.7% @ 55 if they meet the CalPERS Classic Enrollee eligibility. All employees pay the full 8% (or normal cost) employee contribution.

A 457 Deferred Compensation Plan and a FLEX benefit-spending plan are available.

Insurance: In Fiscal Year 18/19 and 19/20, \$850.00 per month is allocated as part of our cafeteria plan. This amount may be spent on health insurance for self and dependents including dental and CalPERS health plan, with the remainder paid to the employee in cash. Fiscal Year 20/21 the monthly benefit will increase to \$1,000 to those employees who participate in a CalPERS Health Plan. If an employee chooses to not participate in a qualified Cal PERS Health Plan under the Authority, the cafeteria benefit will be forfeited by the employee.

Term life insurance, in the amount \$50,000.00 is provided by the Authority.

Holidays: 12 days annually, provided as part of vacation accrual.

Sick Leave: Accrued at a rate of 5.52 hours bi-weekly.

Vacation: Accrued at a rate 3.07 hours bi-weekly for 1-5 years, 4.60 hours bi-weekly for 5-10 years, 5.07 for 10-15 and 6.14 hours bi-weekly following completion of the fifteenth and succeeding years of service.

Other benefits: Disability insurance programs, dental, monthly \$50 bilingual stipend, uniform allowance.

****Part-Time Positions do not receive the benefits package and are considered "At Will" Employees**

To Apply

Please fill out an online application and attach your resume. A resume will not be accepted without an online application. You may also mail in the online application and resume to the address below:

Valerie Nellis
Administrative Coordinator
Heartland Communications
100 E. Lexington Avenue El Cajon, CA. 92020
vnellis@vnellis@heartlandfire.net

Currently Accepting Applications

Applicants who meet the minimum qualifications will be placed on an open list, which normally remains open for one year. Applicants will be ranked on this Open List based on their qualifications and Public Safety Dispatching experience. As a full time and/or part-time position(s) become available, applicants will be considered for our testing and interview process based on their ranking on the Open List.

Any applicant wishing to have Heartland Communications Facility Authority consider special arrangements to accommodate a physical or mental impairment must include a written request with his/her applications. The applicant should identify the impairment and suggest the appropriate accommodations.

Heartland Communications Facility Authority recruit, hire and promote without regard to race, color, religion, gender, national origin or disability. We are an Equal Opportunity Employer (EOE).

If you have any questions regarding this recruitment or the position, please contact HCFA's Administrative Coordinator, Valerie Nellis at (619) 441-1623.

***THE PROVISIONS OF THIS ANNOUNCEMENT DO NOT CONSTITUTE AN EXPRESSED OR IMPLIED CONTRACT.
ANY PROVISION CONTAINED IN THIS ANNOUNCEMENT MAY BE MODIFIED OR REVOKED WITHOUT NOTICE***