

City and County of San Francisco
Carol Isen
Human Resources Director



Department of Human Resources
Connecting People with Purpose
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**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date: July 22, 2022

Re: **Notice of Proposed Classification Actions – Final Notice No. 1 FY 2022/2023 (copy attached).**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective July 22, 2022.

Carol Isen
Human Resources Director

by:

Steve Ponder
Classification and Compensation Director
Human Resources

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Operations
Carol Isen, DHR
Sandra Eng, CSC
Sue Hwang, SFERS
Theresa Kao, Controller/ Budget Division
E-File

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Fire Alarm Dispatcher
Job Code: 8234**

DEFINITION

Under general supervision, is responsible for dispatching fire apparatus and other equipment in cases of fires or emergencies and is responsible for maintaining routine records of fire calls and the movement of fire apparatus and similar emergency equipment. The 8234 Fire Alarm Dispatcher is the entry-level class in the series.

DISTINGUISHING FEATURES

Class 8234 Fire Alarm Dispatcher is distinguished from class 8236 Chief Fire Alarm Dispatcher in that the latter is responsible for planning, assigning, and supervising the work of subordinate 8234 Fire Alarm Dispatchers.

SUPERVISION EXERCISED

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Receives reports of fires and other public safety emergencies and dispatches appropriate supervisor through the use of telephone radio and video communication.
2. Receives box alarms and transfers to San Francisco Fire Department radio dispatch; transmits extra alarms or requests for special apparatuses.
3. Makes regular tests of all fire box and alarm circuits; uses line testing equipment in conjunction with two-way radio for detecting location of circuit faults; dispatches repair staff to locate and repair breakdowns in fire alarm circuits.
4. Maintains station log of all activities during assigned shift.
5. Monitors civil defense and outdoor public warning system; operates the siren attack warning system in the event of an emergency or enemy action that may warrant this operation; and activates the outdoor public warning systems as required for general public announcements.
6. Monitors audio and video feedback from burglar and fire alarm devices on City property and facilities for police, fire, and ambulatory dispatch as needed; monitors various video camera system circuits and reports faults and emergencies.
7. Receives trouble complaints for street lighting and traffic signals and dispatches appropriate staff.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: the operation and maintenance of fire alarm and telegraph Equipment; city streets and fire company locations; The American Morse Code.

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Ability or Skill to: follow oral and written instruction; maintain ordinary operating records; make quick decisions and use good judgment in the handling of fire alarms and the dispatching of appropriate equipment, operation of a telegraph key and fire alarm and radio dispatching equipment.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Experience:

(1) year of experience in a public contact position providing or soliciting information by telephone or radio (such as positions with heavy public contact in answering complaints, telephone operations, or dispatching work).

License and Certification:

Possession of a valid California driver license.

Substitution:

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

8236 Chief Fire Alarm Dispatcher

ORIGINATION DATE: 02/16/1961

AMENDED DATE: 06/06/15; 08/27/18; 7/22/22

REASON FOR AMENDMENT: *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN, SFMTA