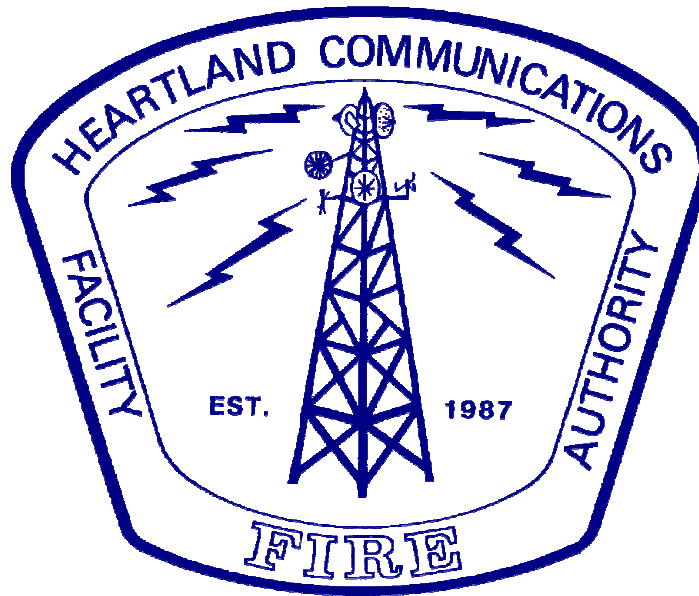


Heartland Communications Facility Authority



***Invites applications for
The position of***

Fire Communications Dispatcher

Serving the Fire Agencies of

***Alpine Fire District
City of Coronado
City of El Cajon
Lakeside Fire Dist
City of Lemon Grove
San Miguel Fire Dist
San Diego Rural
Barona Fire Dist***

***Bonita-Sunnyside Fire Dist
East County Fire Dist
City of Imperial Beach
City of La Mesa
City of National City
City of Santee
Inland Zone
Rural Paramedics***

Fire Communications Dispatcher

The Organization

The Heartland Communications Facility Authority (HCFA) was created in 1987 by a Joint Powers Agreement (JPA) to provide emergency communication services to fire 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 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 and is a voting member of the RCS Board of Directors.

In addition to the JPA member agencies, HCFA provides, under a separate contract, dispatching services to numerous volunteer agencies and fire protection districts. In 2003, agencies serviced by HCFA responded to 61,804 fire and EMS incidents.

HCFA operates a six-position Dispatch Center located in El Cajon, California. The Center is equipped with Computer Aided Dispatch (CAD) consoles, which are used for the management of all incident activities. This system has redundant computer servers for security purposes and to minimize down time. A state-of-the-art 911 telephone system interfaces directly with the CAD. Additional interfaces to alphanumeric paging and fire station alerting equipment allows immediate notification to field units.

The Emergency Medical Dispatch Program

HCFA utilizes trained fire dispatch staff to answer both fire and medical calls for service. All equipment and staff exceed requirements related to provision of a secondary Public Safety Answering Point, including 911 ANI/ALI displays, TDD/TYY equipment and alternate language services. All callers with medical emergencies receive emergency medical pre-arrival instructions utilizing the Emergency Medical Dispatch (EMD) protocol. 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 and attend quality assurance reviews. Through contracts with Sharp Grossmont Hospital, the EMD Program Medical Director oversees and approves all EMD instructions.

The Position

Fire Communications Dispatchers perform a variety of duties related to processing public safety oriented communications and emergency service dispatch functions relying on strong, independent judgment and problem solving skills. Examples of duties include:

Processing calls for assistance via 9-1-1 and administrative telephone lines;

Providing emergency medical instructions for callers with medical emergencies;

Dispatching public safety field responders to calls for service via radio telecommunications channels;

Coordinating the response of other public safety and service organizations in support of HCFA dispatched field resources;

Collecting and documenting all necessary information associated with public safety calls for service and the dispatching of field resources;

Various other duties generally associated with the public safety profession and needs of HCFA as assigned.

Minimum Qualifications

A Combination of Education and Experience Equivalent to:

Graduation from High School or possession of a GED certificate;

Typing certificate demonstrating ability to type at a corrected rate of 30 words per minute.

The Ideal Candidate

The ideal candidate works well within a team concept, yet can work independently when necessary. Further, they should have the demonstrated ability to:

Remain calm in high stress situations and environments;

Rapidly learn new and complex skills;

Rapidly assess situations and make effective, sound operational decisions independently or with minimal supervision;

Effectively follow orders given by a supervisor, incident commander, or agency chief officer;

Communicate effectively and concisely in writing, orally, and with use of computer;

Retain and recall complex information presented verbally and in writing and accurately communicate it to others;

Comprehend, retain, recall, summarize and apply complex reading materials;

Enter information in word processing or databases systems quickly and accurately;

Work at a confined workstation for long periods of time;

Work odd and unusual hours;

Be available for emergency call-back to meet the needs of the organization.

The selection schedule and process will be determined after the final filing date. The final selection will be made by the Director of Communications.

Heartland Communications Facility Authority recruits, hires and promotes without regard to race, color, religion, gender, national origin or disability.

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

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

Compensation

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

Retirement: PERS 2% @ 55. HCFA pays the 7.97% employee contribution. A voluntary deferred compensation plan is also available. *(An increase to 2.7 @ 55 has been accepted and approved to take effect in the calendar year 2005.)*

Insurance: \$335.00 per month is allocated as part of a cafeteria plan. This amount may be spent on insurance for self and dependents including dental and PERS health, with remainder paid to the employee in cash. Term life insurance, in the amount \$50,000.00 is provided.

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 the 1-5 years, 4.60 hours bi-weekly for the 5-15 years and 6-14 hours bi-weekly following completion of the fifteenth and succeeding years of service.

COLA, Long Term Disability, Worker's Compensation, and Medicare benefits are provided as well.

To Apply

If you are interested in this outstanding opportunity, please submit a cover letter and resume to:

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

This is an Open Recruitment

This is an open recruitment program. Applicants who meet the minimum qualifications and receive a passing score on the P.O.S.T. Dispatch Test will be placed on an Open List which normally remains open for two years. This list may be closed and abolished at any time prior to the normal two year period as deemed necessary and appropriate by HCFA. Applicants will be ranked on this Open List based on their score on the Exam. As full time and/or part time positions become available, applicants will be considered for hire based on their ranking on the Open List and the results of an interview that will be conducted after separate written notice. If you have any questions regarding this recruitment or the position, please contact HCFA's Administrative Coordinator, Valerie Nellis at (619) 441-1623.