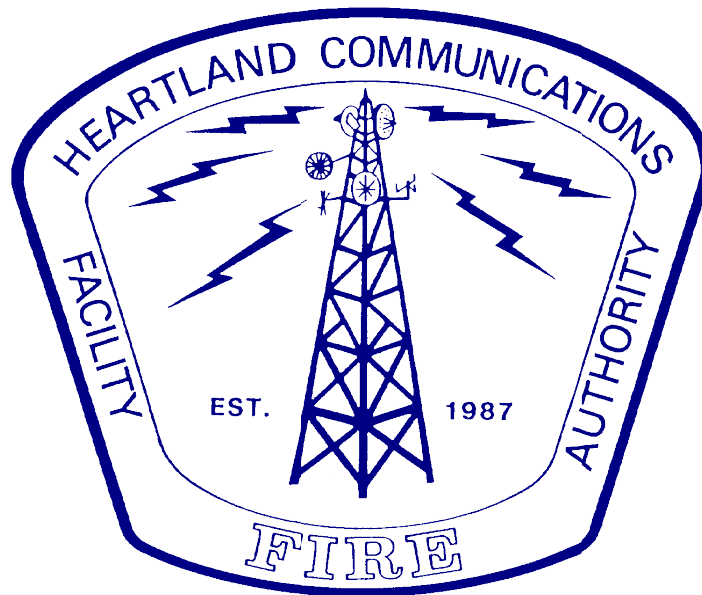


# ***Heartland Communications Facility Authority***



***Invites applications for the position of***

## ***Full Time / Part Time Fire Communications Dispatcher***

***Serving the Fire Agencies of***

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

## **The Organization**

Heartland Communications Facility Authority (HCFA) was 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 9-1-1 Computer Aided Dispatch (CAD) consoles used to manage all 9-1-1 incident activities. The CAD system is hosted in a virtual environment for redundancy, security and to minimize downtime. HCFA is equipped with a next generation ready 9-1-1 telephone system which interfaces directly with the 9-1-1 CAD system. Additional interfaces to Regional GIS mapping, alphanumeric and cellphone paging, fire station alerting equipment and 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.

### ***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. Through contracts with San Diego County EMS, the County Medical Director oversees and approves all EMD instructions.

### **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:

- Process emergency and non-emergency calls for assistance via 911 and administrative phone lines;
- Provide Pre-Arrival Instructions (EMD) for callers with medical emergencies;
- Dispatching Public Safety first responders to calls for service following an established protocol;
- Clearly 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/or 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 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 knowledge of VHF and RCS 800 MHz, Computer Aided Dispatch systems, Enhanced 9-1-1 phone system;

Must be able to multi-task during high activity while collaborating with co-workers;

Can coordinate phone, radio and room activity to process all incoming information accordingly.

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**Compensation and Benefits Overview**

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

Annual Salary Range \$45,053 - \$54,538

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 deferred compensation plan and a flex benefit-spending plan are available.

Insurance: \$850.00 per month is allocated as part of our cafeteria plan. This amount may be spent on insurance for self and dependents including dental and CalPERS health plan, with the 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 1-5 years, 4.60 hours bi-weekly for 5-15 years and 6.14 hours bi-weekly following completion of the fifteenth and succeeding years of service.

Other benefits of this position include the following: disability insurance programs, dental, flex spending account, monthly \$50 bilingual stipend, uniform allowance,

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

## 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@vnellis@heartlandfire.net](mailto: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 two years. This list may be closed and abolished at any time before the normal two-year period as deemed necessary by HCFA. 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.

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