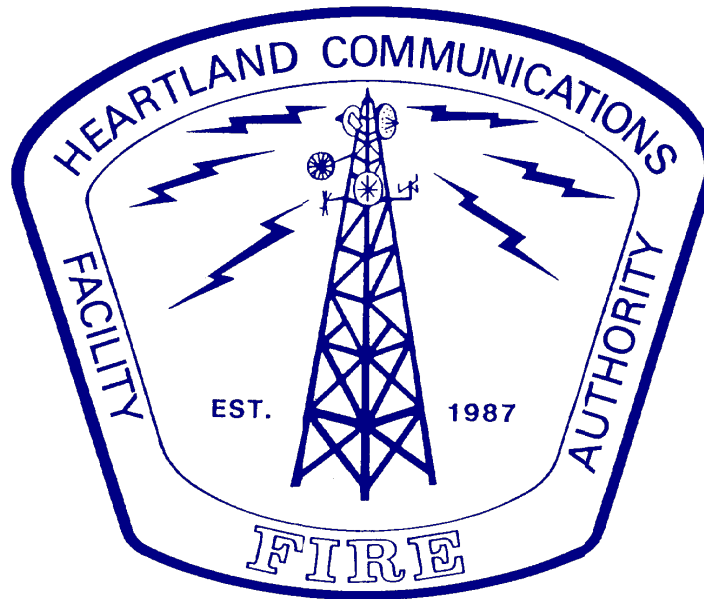


# ***Heartland Communications Facility Authority***



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

## ***Lateral Full Time Fire Communications Dispatcher***

**Recruitment from March 1, 2020 – March 31, 2020**

***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  
Sycuan Fire Department***

## **Heartland Communications**

Heartland Communications Facility Authority (HCFA) is a 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.

HCFA operates a six-position Dispatch Center located in El Cajon, California. The Center is equipped with a modern 911 Computer-Aided Dispatch (CAD) System to manage all 9-1-1 incident activities. HCFA is also equipped with a next-generation 9-1-1 telephone system that interfaces directly with the CAD system. HCFA uses Regional GIS mapping, alphanumeric and cellphone paging, Westnet station alerting equipment, automatic vehicle locator (AVL), 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 within the San Diego County.

Heartland Communications trains and utilizes dispatch staff to answer both fire and medical calls. Fire Dispatchers are required to complete an MPDS EMD certification course, as well as remain current on continuing dispatch education. HCFA performs EMD-Q and provides regular feedback on EMD protocol compliance.

### **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:

- Ability to remain focused in a highly active emergency 911 environment;
- Effectively multi-task, including phone calls and radio traffic;
- MUST be able to have room awareness as this position relies heavily on teamwork;
- Process emergency and non-emergency 911 calls, administrative phone lines, and communicate in a team environment effectively in writing and orally;
- Provide Pre-Arrival Instructions (EMD) for callers with medical emergencies;
- Dispatch Public Safety first responders to calls for service following an established protocol for their safety and effectiveness;
- Dispatch and effectively communicate to the field units on the radio;
- Successfully, use the Computer Aided Dispatch (CAD) to respond to the most appropriate units to each request for service;
- 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;
- Adhere to Central Zone policies;
- Various other responsibilities associated with the public safety profession.

### **The Ideal Candidate**

Should be able to demonstrate the following:

- Remain calm and focused in stressful and unusual situations and environments;
- Ability to learn new and complex skills, with adaptability to new circumstances and unique situations;
- Ability to understand directives/policies and apply them to complex scenarios;
- Learn Fire Department and Medical terminology, jurisdictional boundaries and available types of emergency services and equipment;
- Read, interpret and give directions from maps and computer GIS mapping;
- Knowledge and experience with Microsoft Office Suite;
- Ability to learn geographic features and areas within our JPA and Contract service areas;
- Effectively follow directions given by the Director, OPS Manager, Supervisor, Zone Duty Chief, Incident Commander, or Chief Officer;
- Retain and recall complex information presented verbally and in writing and can accurately communicate it to others;
- 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;
- Properly prioritizes incidents, can accurately enter pertinent information into CAD in a clear and concise manner;
- Have basic radio knowledge of VHF and 800 MHz, 9-1-1 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 with minimal supervision.

### **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).

### **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 is in effect through June 30, 2021.

- 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 who have come from another CalPERS agency and were hired prior to January 1, 2013 (with less than a six month separation from CalPERS) will be enrolled as a Classic Member 2.7% @ 55. Employees who come from a CalPERS Agency that were hired after January 1, 2013 will be enrolled in the CalPERS Public Employee Pension Reform Act (PEPRA), which provides 2% at 62. Any person who was not in the CalPERS System will be a PEPRA Member.

All Classic Members will pay the full 8% employee contribution and all PEPRA Members will pay the normal cost (currently at 7.06%) employee contribution.

All full time employees may participate in our 457 Deferred Compensation Plan administered through Nationwide and a FLEX benefit-spending plan through TASC of their choice at their cost, not HCFA.

Life Insurance: Heartland will pay for a term life insurance policy in the amount of \$50,000 for each full time employee.  
 Cafeteria Benefit Plan: Heartland offers in accordance with the IRS Section 125 a Cafeteria Benefit Plan, currently at \$850 per month (\$10,200) annually. Beginning July 1, 2020 the amount will increase to \$1,000 per month (\$12,000) annually. This shall be used to pay for health benefits such as the Health Plans provided by CalPERS. Each EMPLOYEE who elects health insurance shall have the selected benefit plan up to the cafeteria limit paid by Heartland with any remaining amount available for other cafeteria selections (dental, vision...). If the Cafeteria amount is less than the chosen health plan, will have to cover the overage with their own funds.

On July 1, 2021 if an employee chooses not to participate in a qualified Cal PERS Health Plan under Heartland, the cafeteria benefit will be forfeited by the employee.

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: State Disability Insurance (SDI), monthly \$50 bilingual stipend.

### **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](mailto:vnellis@vnellis@heartlandfire.net)

Applicants who meet the minimum qualifications will be placed on an open list based on qualifications for one year.

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 Valerie Nellis at (619) 441-1623.

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