



**REGULAR MEETING NOTICE/AGENDA  
THE CIVIL SERVICE COMMISSION  
9:30 a.m. – JANUARY 18, 2022**

Notice is hereby given that, pursuant to Governor Jay Inslee’s **Revised Proclamation 20-25.15**, dated **January 19, 2021**, all public meetings subject to the Open Public Meetings Act, Chapter 42.30 RCW, are to be held remotely and that the in-person attendance requirement in RCW 42.30.030 has been suspended until termination of the state of emergency pursuant to RCW 43.06.210, or until rescinded, whichever occurs first. Proclamations 20-28, et seq, were amended by the Washington State Legislature to recognize the extension of statutory waivers and suspensions therein until termination of the state of emergency pursuant to RCW 43.06.210 or until rescinded.

While all public meetings must continue to be held remotely, an option for an additional in-person meeting component is permitted in Phase 3 regions consistent with the business meetings requirements contained in the Miscellaneous Venues guidance incorporated into Proclamation 20-25, et seq. At this time, the Civil Service Commission has decided to continue its’ meetings with remote access only and to not include an in-person attendance component.

Temporarily and until further notice, the public’s ability to attend Civil Service Commission meetings is by remote access only. In-person attendance is not permitted at this time. The public is encouraged to tune in to the meeting as noted below.

The regularly scheduled Spokane City Civil Service Commission Meeting at 9:30 a.m. on Tuesday, January 18, 2022 will be held virtually. Some members of the Civil Service Commission and staff will be attending virtually. **The public is encouraged to tune in to the meeting by calling 1-408-418-9388 and entering the access code 2485 041 5095 when prompted.**



**AGENDA**

**REGULAR MEETING OF THE CIVIL SERVICE COMMISSION**

9:30 A.M. JANUARY 18, 2022

CITY HALL – CITY COUNCIL BRIEFING CENTER

808 W. SPOKANE FALLS BLVD., SPOKANE, WA 99201

- 1. CALL TO ORDER/ROLL CALL**
- 2. APPROVAL OF MINUTES**
  - a. November 16, 2021 Minutes  
(p. 3)
- 3. CHIEF EXAMINER UPDATE**
- 4. NEW BUSINESS**
  - a. Resolution 2022-01: Classification Actions  
(Pearson, p. 4)
- 5. OTHER BUSINESS**
- 6. ADJOURN**

**Note:** The meeting is open to the public, with the possibility of the Commission adjourning into executive session.



**REGULAR MEETING OF THE CIVIL SERVICE COMMISSION  
MINUTES - NOVEMBER 16, 2021**

**1. CALL TO ORDER/ROLL CALL**

Meeting called to order at 9:30 a.m.

Commissioner Lindsey was present via Webex and in-person.

Commissioners Gilmore, Hult, Palmerton, and Stephens were present via Webex.

**2. APPROVAL OF MINUTES**

a. October 19, 2021 Minutes

*MOTION:* Move to approve.

Hult/Stephens: Motion passed unanimously.

**3. CHIEF EXAMINER UPDATE**

Chief Examiner Pearson provided updates regarding Civil Service department operations.

a. December 2021 Commission Meeting has been canceled.

i. Next Commission Meeting will be Tuesday, January 18, 2022.

b. Working on a plan to bring the Commissioners back together in January.

i. There are logistical challenges and some rules that we are going to try to work through.

**4. NEW BUSINESS**

a. Robert's Rules of Order and OPMA (Open Public Meetings Act) Refresher Presentation

i. Michael Piccolo, Chief Assistant City Attorney, presented a refresher on Robert's Rules of Order and OPMA.

1. Commissioner Gilmore asked, "I know in Executive Session minutes do not have to be kept, is that rule the same under a Closed Session?"

a. Michael Piccolo responded that they believed so, the Closed Session deliberation is very similar to an Executive Session and our practice has been to not take minutes on those deliberations. Opportunity for the Commission members to speak frankly, freely, without any caution of what your thoughts are, what you want to discuss, what is recorded, possibly disclosed to the public record.

b. Classification and Compensation Presentation

i. Bryan Sullivan, Exam and Classification Analyst III, with Pamela Bergin, Senior Human Resources Analyst, presented on the classification and compensation process.

**5. OTHER BUSINESS**

No Other Business

**6. ADJOURN**

The Commission adjourned at 10:14 a.m.

ITEM 4A - RESOLUTION 2022-01: CLASSIFICATION ACTION

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BACKGROUND

We present two new job classifications for adoption this month, two unused classifications for deletion, and one classification for administrative renumbering.

**SPN 509 Fuel Facilities Technician (new)** — The Fleet Services Department has a need for specialized work in the storage and dispensing of fuel for City vehicles. After study of the work required, staff created this new specification to meet the need.

**SPN 011 Lead Court Clerk (new)** — The Municipal Court requested a job class with responsibility for a formal role of mentorship and training of subordinate Court Clerk I and Court Clerk II employees. The lead positions will themselves receive training from the Supervisory Court Clerks and greatly enhance the succession plans for the department.

The respective departments and Local 270 concur with these job classifications as written.

The classifications of **Civil Service Office Coordinator (SPN 006)** and **Assistant Clerk (SPN 011)** are presented for deletion. The position of Civil Service Office Coordinator was reclassified to Office Manager in 2018, and the Chief Examiner does not foresee any need for a coordinator. The Commission adopted Assistant Clerk in 2018 but the class has not been used, and there is no projected need for it. It is unrelated to the Lead Court Clerk job class proposed above, but this action frees the SPN for use. We notified management and the appropriate bargaining units, who raised no objections.

Management has requested that we renumber the job classification of **Firefighter Dispatcher** to SPN 924 from SPN 925. Some internal data entry and collective bargaining agreements have erroneously referred to the job class as SPN 924. Since that SPN is not in use, it is easier for us to change the specification number than for labor and management to reopen negotiations. We are happy to be good neighbors in this regard.

RECOMMENDATION

Staff recommends adoption of classification Resolution 2022-01.

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Attachments:

- 1) Job classification – Fuel Facilities Technician (SPN 509)

- 2) Job classification – Lead Court Clerk (SPN 011)
- 3) Job classification – Civil Service Office Coordinator (SPN 006)
- 4) Job classification – Assistant Court Clerk (SPN 011)
- 5) Job classification – Firefighter Dispatcher (SPN 924 proposed)



# Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

ESTABLISHED 1910

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## Fuel Facilities Technician

SPN: 509

Bargaining Unit: Local 270

Pay Range: <#>

Effective Date: <TBD>

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### CLASS SUMMARY

Holds primary responsibility for the service quality, reliability, and regulatory compliance of City fueling and storage tank facilities; performs semi-skilled technical and manual work in the installation, on-site repair, and inspection of equipment at City fueling and wash sites. Occasional on call, after-hours, or overtime work may be required.

### CLASS CHARACTERISTICS

This is a journey level technical classification.

### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisor or manager. Incumbents are responsible for providing technical training to other City staff in proper methods of operation and in the conduct of emergency procedures.

### EXAMPLES OF JOB FUNCTIONS

*This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.*

- Performs maintenance, troubleshooting, and repair of equipment at the main City fuel site and wash site, compressed natural gas (CNG) fueling site, and other related facilities and equipment.
- Maintains cleanliness and appearance at all work sites including cleanup of minor spills and leakage in accordance with state and federal environmental regulations. Maintains inventory and keeps site products, supplies, and chemicals filled as necessary.
- Services, cleans, and performs maintenance on fuel pumps. Maintain records of fuel pump maintenance performed. Checks for proper placement of leak detectors and sensors and ensures proper working condition; installs and tests mechanical line/leak detectors.
- Troubleshoots minor electrical, electronic, mechanical, and plumbing issues with malfunctioning equipment; repairs and/or replaces equipment such as circuit boards, electrical conduits, fuel dispensers, fuses, hoses, motors and pumps, nozzles, filters, vapor recovery systems, and water and air lines.
- Ensures proper operation and maintenance of underground storage tanks (UST) and their associated piping systems. Monitors and inspects both aboveground and underground storage facilities and maintains and repairs dispensing systems, peripheral station equipment, machines, and tools. Performs and documents compliance inspections and testing of storage tank and fuel dispensing systems. Visually inspects systems, examines monitor histories, and verifies alarm status.
- Installs, sets and resets point of sale systems, dispensers, tank monitors, and other equipment. Repairs and troubleshoots hardware and software related to fuel and wash site technology.

- Contacts outside service vendors and coordinates work as needed; receives information from vendors regarding updated equipment specification sheets and training provided by equipment manufacturers.
- Ensures safety and environmental inspections and compliance at all sites. Coordinates State inspections as required by law. Ensures proper safety signage on all sites.
- Performs remote equipment fueling at various sites.
- Performs related work as required.

Knowledge of:

- Departmental policies and procedures, as well as industry guidelines established by the EPA and enforced by Washington Department of Ecology.
- Basic operational characteristics of fuel pumps, and methods and techniques of fuel pump repair and maintenance.
- Basic construction of tank systems, and operation and maintenance of underground storage tank (UST) systems.
- Familiarity with plumbing and electrical systems, tools, and equipment.
- General administrative and recordkeeping requirements, and specific requirements for UST systems.
- Occupational hazards and standard safety practices, including City and OSHA Standards.
- Basic mathematics to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

Skill at:

- Attention to detail.
- Clear and concise oral communication.
- Customer service and field service work.
- Troubleshooting, diagnostics, and problem solving.
- Written business communication and recordkeeping.

Ability to:

- Install and test basic electrical and hydraulic circuits.
- Integrate basic mechanical, electrical, and hydraulic systems.
- Maintain, diagnose, and repair basic computer controlled systems.
- Use personal computers and business software including fuel site management systems.
- Work independently in the absence of onsite supervision.
- Understand and follow oral and written instructions.
- Establish and maintain effective working relationships.
- Operate motor vehicles and equipment.

### **TYPICAL EQUIPMENT USED**

Fueling equipment specific to City fleet operations, automotive wash site facilities and equipment, associated hand and power tools and maintenance equipment, personal computer and associated software or devices, POS systems, office and mobile electronic equipment, and motor vehicles.

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to stand, walk, climb ladders, use hands/fingers to handle objects, reach with hands and arms, stoop, kneel sometimes for extended periods of time, crouch or crawl, and exchange information with others. Specific required vision abilities include close, distance, color, and peripheral vision, depth perception, and ability to adjust focus. Maximum weight lifted is approximately 70 lbs., performed with appropriate aid or assistance. Employee commonly lifts and carries items weighing up to 50 pounds.

**WORKING CONDITIONS**

Most work will be performed outdoors in all seasons and sometimes extreme weather conditions. Common exposures are moving vehicles, related noises and odors, and hazardous substances. Some work will occur in confined spaces. Typical work occurs during the day on a specified shift, but occasional on call, after-hours, or overtime work may be required.

**MINIMUM QUALIFICATIONS**

*Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.*

**Open-Entry Requirements:**

Experience: Three years of experience in the operation, maintenance, and repair of petroleum or CNG fuel site equipment.

Substitution: An equivalent combination of closely related education/certification, training, and experience may be qualifying.

**Licenses and Certifications:**

- A valid Washington driver's license is required, to be maintained throughout employment.
- Must possess UST AB Operator Certification or obtain within six months of employment and maintain as required.





# Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

ESTABLISHED 1910

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## LEAD COURT CLERK

SPN: 011

Bargaining Unit: Local 270

Pay Range: <#>

Effective Date: <m/y>

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### CLASS SUMMARY

Performs regularly assigned lead work and specialized clerical and cash handling tasks to support the operations of the Spokane Municipal Court. Mentors administrative support staff and trains on the work of the Supervisory Court Clerks, assuming the supervisory responsibilities during their absences. Contributes to the development of employee performance goals and provides information for the formal performance evaluation. Work requires the ability to act as a mentor to others, train through formal or informal methods, and providing ongoing feedback to new and established employees. Employee exchanges information regularly with internal and external contacts. Duties are sedentary in nature and performed in an office environment.

### CLASS CHARACTERISTICS

This is the lead administrative support classification in the Court Clerk series, responsible for providing guidance to the subordinate court clerks at the Spokane Municipal Court, learning the functions of the Supervisory Court Clerks, and assuming supervisory duties as needed. This class is distinguished from the Court Clerk I and II classes by the regularly assigned lead work and a formal mentoring role. It is distinguished from the Supervisory Court Clerk because the latter has full supervisory responsibilities over Municipal Court clerks.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a Supervisory Court Clerk. Exercises no direct supervision of employees, but employee exercises technical and functional direction over, and provides training to, lower-level staff.

### EXAMPLES OF JOB FUNCTIONS

*This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.*

- Trains and mentors new and established court employees. Maintains current knowledge and answers questions of other employees on procedures, policies, and directives. Obtains information or decisions from supervisor for areas of uncertainty.
- Trains with the Supervisory Court Clerks and assumes supervisory duties during absences.
- Assists the supervisor in developing or modifying work schedules, methods, and procedures, determining work priorities, and ensuring adequate staff coverage.
- Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information for the formal performance evaluation.
- Monitors status and progress of work, and makes adjustments in accordance with established priorities.
- Reviews completed work for accuracy and conformance to work goals, conducts quality assurance sessions with staff, and works to correct deficiencies.
- Recommends appropriate solutions to problems encountered during daily operations, and assists staff with difficult or unusual assignments.

- Follows up on escalated customer requests or complaints, and solves problems related to customer service issues.
- Resolves simple, informal complaints of employees and refers others to supervisor.
- Documents situations that may be cause for disciplinary action and provides this information to supervisor.
- Performs clerical and cash accounting duties and responsibilities within the Municipal Court.
- Performs court clerk functions and provides courtroom support for hearings in the Municipal Court.
- Prepares and maintains records and provides information relation to the production of operational reports.
- Orders supplies and approves billing invoices.
- Performs related work as required.

**COMPETENCIES**Knowledge of:

- Clerical procedures such as filing, typing, entering data, maintaining records, and using and completing forms.
- Business arithmetic principles and functions.
- Techniques for providing a high level of customer service by effectively dealing with the public and City staff.
- Structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Criminal justice system policies and procedures, including legal terminology, principles, procedures, documents, and forms.
- State and local court rules.
- Modern equipment and communication tools used to complete business functions, including computers and software programs relevant to work performed.
- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective teamwork.

Ability to:

- Pay attention to detail and be thorough when performing work.
- Establish and maintain effective working relationships with coworkers, court officials, supervisors, and the general public.
- Maintain confidentiality of data and information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Act as a mentor, help others learn through formal or informal methods, and provide ongoing feedback.
- Influence, motivate, and challenge others; and adapt leadership styles to a variety of situations.
- Make sound, well-informed, effective, timely, and objective decisions.
- Prepare and maintain clear and concise reports, correspondence, and other written materials.
- Use computers, software applications, and databases to accomplish work.
- Anticipate and meet the needs of internal and external customers.

- Encourage and facilitate cooperation and trust, foster commitment and team spirit, and work with others to achieve goals.
- Relate to people from varied backgrounds and different situations and be respectful of cultural diversity, race, gender, disabilities, and other individual differences.
- Perform computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

**TYPICAL EQUIPMENT USED**

Personal computer and associated software, telephone, calculator, postage meter, and other general office equipment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification, although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

**WORK ENVIRONMENT**

Employees work in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**MINIMUM QUALIFICATIONS**

*Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.*

**Promotional Requirements**

- Experience: For the cashiering lead, two years with the City in the classification of Court Clerk I (SPN 012) working in both the cashiering and accounting groups assigned to the Spokane Municipal Court. For the clerical/courtroom lead, one year with the City in the classification of Court Clerk II (SPN 013).

**NATURE OF WORK:**

Performs responsible supervisory and office management work in the administrative and clerical operation of the Civil Service Office. Work is varied and requires thorough knowledge of Civil Service rules, personnel and union policies and procedures, and the ability to use independent judgment in their application. Errors, carelessness or a lack of judgment could cause serious interruptions, personnel problems or embarrassment to the department and the City. Employee has regular contact with inside and outside sources to obtain and supply factual information. Duties are sedentary to light in nature, performed under normal working conditions, and require more than normal attention to prevent errors.

**SUPERVISION:**

Employee plans and arranges his or her own work, and develops procedures, within established policies. Answers directly to the department head. Employee supervises and trains subordinate employees performing varied clerical support functions, and coordinates work among professional and clerical staff.

**ESSENTIAL JOB FUNCTIONS:**

Plans, assigns, supervises and evaluates the work of subordinate personnel performing varied and specialized duties. Trains support staff to accomplish various administrative and clerical tasks required by City Charter.

Maintains open-entry and promotional eligible lists, as well as transfer, voluntary demotion and laid-off lists, as required for all Civil Service classification titles. Certifies and provides eligible names and application materials to departments in accordance with Civil Service Rules.

Supervises preparation and production of printed and online office materials, including examinations. Proofreads materials for accuracy and clarity.

Administers examinations; assists in planning the procedures and mechanics of test administration. Supervises processing of examination scores, preparation of eligible lists and notification of applicants.

Schedules tests, recruitment periods and the use of test locations, materials and equipment; assists in assigning and monitoring work of professional staff.

Compiles statistics required for examination review and department reports. Maintains examination archives.

Relieves the department head of administrative details regarding the department's purchasing functions, inventory of office equipment and supplies, and the preparation and maintenance of operational records and reports. Assists in the preparation of the department's annual budget.

Reviews applications and interviews applicants to determine eligibility for examination, transfer, voluntary demotion and other opportunities.

Standardizes office procedures and maintains an efficient flow of work by evaluating office production and revising procedures accordingly. Designs or updates forms to meet requirements.

Represents the Civil Service Commission and City of Spokane at job fairs, seminars and other educational opportunities.

Operates a personal computer and standard office equipment.

Performs related work as required.

**Civil Service Office Coordinator**  
**Page 2**

**REQUIREMENTS OF WORK:**

Thorough knowledge of Civil Service rules, policies and collective bargaining agreements.

Considerable knowledge of office management principles, practices, procedures and equipment, as well as supervisory techniques and records maintenance procedures.

Ability to exercise sound judgment in making decisions and solving problems.

Ability to carry out special and general assignments without direct supervision.

Ability to operate modern computer systems, evaluate the needs of the office, and recommend new hardware and software.

Ability to plan, assign, supervise and coordinate the work of subordinates performing various clerical support functions.

Ability to establish and maintain effective public and work relationships.

Ability to express ideas clearly and concisely both orally and in writing, maintain records, compile and organize statistical data, and prepare concise and accurate reports.

**PHYSICAL REQUIREMENTS:**

Ability to see, with or without corrective lenses, well enough to read fine print.

Ability to hear, with or without a hearing aid, well enough to converse on the telephone.

Ability to speak well enough to clearly and loudly address a group of up to 80 applicants without a microphone.

Enough body mobility to move about the office or examination room.

Enough manual dexterity to use a computer keyboard and other standard office equipment.

**MINIMUM EDUCATION AND EXPERIENCE:**

Open Entry Requirements: Two years of education (90 quarter or 60 semester credit hours) from an accredited college or university in business administration, human resources or closely related field; and at least four years of clerical or office administrative experience, one year of which must be in a supervisory capacity.

New: 3/68

Title Change: 10/99

Revised: 4/73, 2/81, 4/91, 4/93, 12/94, 3/04, 1/16

Reviewed: 3/75, 2/77, 1/79, 1/83, 2/85, 3/89, 11/96, 12/98, 10/01, 4/06

Deleted: 11/08

Reactivated: 3/14

Union: M&P-B

Range: 36

EEO code: 6

**CITY OF SPOKANE  
CLASS SPECIFICATION**

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**CLASS TITLE:** ASSISTANT CLERK  
**SALARY RANGE:** TBD  
**DEPARTMENT:** Varies  
**REPORTS TO:** Varies  
**BARGAINING UNIT:** LOCAL 270 - CLERICAL

**CLASS CODE:** 011  
**GRADE:** TBD  
**FLSA STATUS:** N  
**EEO-4 CODE:** 06  
**DATE:** 11/18

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**JOB SUMMARY:**

Functions as a departmental aide, performing routine, general office support and customer service related tasks in a variety of City departments.

**DISTINGUISHING CHARACTERISTICS:**

This is the entry level classification in the clerical progression line. Work does not require a knowledge of the work systems or procedures at time of entry.

**SUPERVISION:**

Receives direct supervision from a Team Leader or Manager. Tasks of a repetitive nature are expected to be performed with some independence.

**EXAMPLES OF DUTIES:** *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Meets and assists the public or other employees as a helper, receptionist, counter clerk, attendant, or greeter.
- Answers, refers, or routes telephone calls and visitors.
- Sorts and files correspondence or other documents according to instructions.
- Assists in receiving and distributing incoming and outgoing mail or messages.
- Assists with simple payment transactions, ticket receipts, etc.
- Keeps routine logs or records of activities and services.
- Makes simple clerical and mathematical checks of various routine records and papers.
- Learns to enter, access or print data using a computer or other electronic device.
- Operates standard office machines as required.
- Helps to maintain general order and tidiness in the office.
- Performs similar related work as required.

**REQUIREMENTS OF WORK:**

Ability to:

- Learn specific clerical or related office tasks involving routine and repetitive work.
- Understand, accept and follow written or oral directions given by a supervisor or other authorized person.
- Read simple words or numbers from either hand written or printed documents.
- Establish and maintain effective working relationships with others.
- Communicate clearly and effectively.
- Complete duties within a specified timeframe.
- Assist others in a friendly and courteous manner.

**Physical Demands:**

Positions require ability to perform simple office and customer service tasks as assigned, which may require incumbents to read pertinent information, speak and/or listen to others on the telephone or in person, operate computers or office machines, use hands or other tools to process paperwork, file papers, etc. May be required to move about an office environment or to stand or sit for up to four hours at a time with one fifteen minute break.

**Working Conditions:**

Work is typically performed in an office or other indoor building location or sheltered area. Work is sedentary to light in nature, requires little mental or visual strain, and is performed under normal working conditions.

**MINIMUM QUALIFICATIONS REQUIRED:**

High school diploma or equivalent, OR six months of work experience related to clerical, office support, data entry, or customer service functions. An equivalent combination of education and/or training in the essential job-related skills may substitute for the above experience requirement.

**NATURE OF WORK:**

Performs skilled communications work receiving, recording and transmitting telephone, radio, and alarm system calls. Duties are varied and require rapid analysis of facts to determine proper course of action within the limits of standard procedure. Inattention, carelessness or lack of judgment in performance of duties may cause embarrassment, financial loss, injury or danger to others. Employee has regular contact with the public to receive information. Work is physically light in nature, stressful, performed under controlled conditions, but, frequently requires more than normal attention to prevent error. May be required to work on a rotating shift basis or other than a normal work week and is subject to recall. May respond to emergency incidents to assist with communications and accountability functions.

**SUPERVISION:**

Employee follows established procedures and is required to exercise sound judgment as to specific method or response. Required to assist with training of other dispatchers and may assume the duties of the shift Supervisor in his/her absence.

**ESSENTIAL JOB FUNCTIONS:**

Receives medical, fire and related emergency and non-emergency calls; interrogates, triages, and dispatches appropriate resources, provides information to responders and documents the incident as well as their actions.

Assigns replacement resources to provide coverage; calls personnel from off duty and places reserve equipment in service as directed. Tests and inspects assigned equipment.

Documents incidents, movements of resources and status of apparatus; maintains record of streets and hydrants closed or out of service; assists with daily roll call of station personnel.

Operates computer-aided dispatch system, other computer programs, radios, phone system and other ancillary equipment. Provides pre-arrival instructions to callers on how to deal with emergencies prior to the arrival of companies.

Updates and corrects maps, street files and related files as required.

Performs related work as required.

**REQUIREMENTS OF WORK:**

Knowledge of the geography of the City and County, and the location of streets, buildings, and fire stations.

Knowledge of the types and uses of assigned equipment and apparatus used in the fire agencies which receive dispatch services as well as the hazards and special agencies to contact in hazardous situations.

Knowledge of the National Incident Management System (NIMS).

Knowledge of the operations of computers, radios, telephone and other equipment utilized in a Fire/EMS dispatch operation.

Knowledge of emergency medical techniques, dispatch and E.M.S. telephone protocols.



**Firefighter Dispatcher**  
**Page two**

REQUIREMENTS OF WORK (continued):

Knowledge of the organization and operations of the Fire Departments/Districts which receive dispatch services.

Ability to think clearly and act quickly in emergencies; ability, while under stress, to gather, organize, translate, and process information from various emergency callers. Ability to draw rapidly reasonable and logical conclusions from information which is often disjointed.

Ability to establish and maintain effective public and work relations; ability to function as a team member in the communications center and the Fire Department in general.

Ability to read and interpret area and location maps; write detailed reports in a clear and concise manner; perform multiple tasks simultaneously; work independently and initiate activities related to the coordination of multiple processes.

Ability to type using a computer keyboard at a minimum rate of 40 words (200 keystrokes) per minute.

Ability to analyze functional status of control equipment by flash rate and color of multiple indicator lights.

Ability to communicate courteously and effectively over the telephone, radio, and in person.

Ability to maintain composure under adverse and stressful conditions.

Ability to keep records.

PHYSICAL REQUIREMENTS:

Ability to see, with or without corrective lenses, well enough to read fine print. Normal color vision is essential due to the use of colored computer screens and indicators.

Ability to hear in both ears, with or without hearing aids, well enough to understand telephone and radio conversations through a headset while other distractions are present.

Ability to speak well enough to be clearly and easily understood over the telephone and radio.

Enough upper body mobility to move about freely.

Enough manual dexterity to type and write.

Enough stamina to work without scheduled breaks or relief for long periods of time.

Tolerance to work under adverse conditions such as pressure and stress.

MINIMUM EDUCATION AND EXPERIENCE:

Promotional Requirements: Completion of the probationary period with the Spokane Fire Department in the classification of Firefighter. Must possess valid driver's license or evidence of equivalent mobility. Must obtain EMD (Emergency Medical Dispatch) certification within one year of in-class date.

Title Change: 1/93, 9/94

SPN Change: 11/96

Revised: 10/75, 11/78, 12/80, 6/87, 8/89, 12/92, 10/93, 9/94, 12/94, 11/98, 6/02, 11/06, 8/16

Reviewed: 1/77, 5/82, 6/84, 10/91, 11/00, 10/04, 12/09, 2/12, 1/16

Union: 29

Range: 60

EEO: 6