



POSITION DESCRIPTIONS

CANADIAN ASSOCIATION OF FIRE CHIEFS

SECTION 14

POSITION DESCRIPTIONS

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SECTION 14

POSITION DESCRIPTIONS

INTRODUCTION

The following Position Descriptions are provided to be used as a resource in the development or review of positions within your department.

It is recognized that the structure of fire departments vary due to the size of the community being served as well as from area to area and that title terminology may not be the same in all departments. Because the generic descriptions reflect the responsibilities of full time, composite and volunteer or paid call firefighters, officers and support staff, it is clearly understood that fire department staff may not perform all of the responsibilities associated with individual descriptions.

The full range of descriptions or titles would only be used by larger departments and the various positions within any department would be a mix or match process of titles and responsibilities to suit the specific needs and structures of each department.

It is further noted that the position descriptions provided may not cover the entire spectrum of positions in all departments and that specific responsibilities may be omitted and should be added to customize your application of this resource material.

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POSITION DESCRIPTIONS

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge of Fire Department rules, regulations, standing orders, policies, procedures and applicable Municipal and Provincial Codes, Acts and Bylaws.

Thorough knowledge of the principles and practices of effective supervision, training and discipline of personnel.

Ability to effectively administer the operations of a fire department.

Ability to provide leadership and implement long range plans and programs.

Ability to establish and maintain effective working relationships with various civic and business officials, staff and the general public.

Ability to communicate effectively verbally and in written form to promote and maintain effective public relations for the department and the municipality.

Ability to supervise and participate in the preparation of all necessary reports, records and correspondence.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a secondary school (advanced level) with post secondary education at a recognized educational institution in business administration, management and related technical subjects. Extensive supervisory experience is required at a progressively responsible level within the fire service. A balance of education and broad practical experience is essential.

REQUIRED LICENCES

Valid Driver's Licence for the Province of _____.

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POSITION DESCRIPTIONS

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge of modern firefighting, related emergency services and fire prevention methods, techniques and procedures and the operation of all equipment and apparatus.

Thorough knowledge of fire department rules, regulations, standing orders, policies and applicable Municipal and Provincial Codes, Acts and Bylaws.

Thorough knowledge of administrative methods, techniques and practices as applied to the operations of a fire department.

Thorough knowledge of the principles and practices of effective supervision, training and discipline of personnel.

Ability to assist the Fire Chief in the administration of the fire department, providing leadership and assisting in implementing long range plans and programs.

Ability to prepare correspondence, administrative reports, records, budget and cost estimates.

Ability to act for the Fire Chief as required.

Ability to establish and maintain effective working relationships with staff, civic and business officials and the general public.

Ability to speak effectively in public and promote and maintain effective public relations for the Department.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a secondary school (advanced level) with post secondary education at a recognized educational institution in business administration, management and related technical subjects. Supervisory experience is required at a progressively responsible level within the fire service. A balance of education and practical experience is essential.

REQUIRED LICENCES

Valid Driver's Licence for the Province of _____.

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Knowledge of all Federal and Provincial Acts or Regulations pertaining to the activities of the Fire Department.

Thorough knowledge of principles and practices involved in training personnel.

Considerable knowledge of fire service hydraulics and the municipal water supply system.

Ability to read building plans and specifications.

Ability to prepare clear and concise reports and prepare specifications for quotations or tendering of work.

Possess management skills relating to organization, budgeting and accounting.

Have good health, agility and strength to perform all required duties and activities under adverse conditions.

) Ability to react quickly and remain calm under stress.

Ability to lead personnel effectively, maintain discipline, promote harmony, exercise sound judgement and cooperate with others.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a secondary school with post secondary education in subjects relating to the responsibilities of this position. Must have mechanical aptitude and practical knowledge of mechanical systems, communication systems, and operations, with skills directed to the acquisition and maintenance of systems, vehicles, equipment and buildings. Graduation from a Fire Protection Technology program would be a definite asset. Must have good verbal and written communication skills and the ability to interact with people at all levels.

REQUIRED LICENCES

Valid Driver's Licence for the Province of _____.

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DESIRABLE TRAINING AND EXPERIENCE

Graduation from a secondary school with post secondary education in subjects relating to the responsibilities of this position including accounting, budgeting and supervision. Graduation from a Fire Protection Technology program and computer skills would be definite assets.

REQUIRED LICENCES

Valid Driver's Licence for the Province of _____.

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SECTION 14

POSITION DESCRIPTIONS

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge of modern firefighting, related emergency services and fire prevention methods, techniques and procedures, and the operation and maintenance of apparatus and equipment.

Knowledge of all departmental rules, policies, procedures and operational guidelines.

Knowledge of all applicable Provincial and Federal Acts or Regulations affecting the operation of the department.

Thorough knowledge of the techniques and methods of instruction.

Extensive knowledge in the preparation of lesson plans, guide sheets and manuals.

Knowledge of all appropriate standards relating to fire protection.

) Knowledge of the municipal water supply system, all major hazard occupancies for pre-planning and the municipal and area emergency plans.

Knowledge of departmental communications and computer systems.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a secondary school or technical school and a combination of experience and formal training which would indicate abilities to perform all aspects of this position. Graduation from a Fire Protection Technology program is essential. Must have demonstrated technical and leadership abilities with good verbal and written communications skills.

REQUIRED LICENCES

Valid Driver's Licence for the Province of _____.

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POSITION DESCRIPTIONS

Assists the Fire Chief in preparing reports to the municipality and its committees pertinent to the enforcement of fire safety regulations.

Supervises the preparation of reports of fires including losses, causes, investigations and related data.

Supervises and participates in arson investigations and assists in prosecution of fire safety violations.

Participates in the investigation of fire fatalities and all significant fires.

Maintains a record system for all inspected properties and investigations.

Assists in selection and promotion of fire prevention staff.

Responds to major fire alarm calls as required.

Performs all related duties as required.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge of fire prevention, inspection and investigation methods, procedures, Bylaws, Codes, Acts and related Regulations.

Extensive knowledge of fire hazards, fire protection methods and firefighting techniques.

Thorough knowledge of the fire department rules, regulations and procedures.

Extensive knowledge of building construction, electrical codes, industrial processes and a recognition of the various fire hazard areas in the municipality.

Ability to meet and deal effectively with property owners and other contacts in the community in seeking compliance with bylaws and codes to eliminate fire hazards and prevent fires.

Ability to promote and stimulate interest and cooperation in fire prevention activities through public speaking, demonstrations and other methods.

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POSITION DESCRIPTIONS

POSITION: PLATOON CHIEF

NATURE AND SCOPE OF WORK

This is an administrative and supervisory emergency service operational position. This senior officer assists superiors in organizing, administering and directing the overall operations of the department including all related activities. The Platoon Chief directs tactical operations at major fires and other significant emergencies unless relieved by a superior. An incumbent in this position ensures compliance with departmental rules and regulations, is responsible for employee discipline, supervises and participates in training programs, conducts fire planning, acts for the municipality in processing minor grievances and employee complaints and prepares narrative and statistical reports. This officer assists in recruiting, hiring new staff, establishing policy and the development of operational guidelines. Work performance is reviewed on the basis of effective supervision, administrative and operational services rendered to the department.

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ILLUSTRATIVE EXAMPLES OF WORK

Responds to major fires and other serious emergencies and directs all operations unless relieved by a superior.

Prepares and recommends shift schedules, human resource placement, holiday schedules and plans and supervises the work of assigned personnel.

Inspects fire stations, equipment and personnel to ensure expected results and efficiency.

Enforces departmental rules and regulations, maintains discipline and acts for the municipality in processing minor grievances.

Supervises minor maintenance programs for vehicles and fire stations.

Participates in recruiting, monitors and participates in training programs, conducts officer training and prepares performance and progress reports.

Assists in policy formulation and in establishing operational guidelines.

Acts for the Fire Chief or Deputy Chief as required.

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DESIRABLE TRAINING AND EXPERIENCE

Graduation from a secondary school supplemented by administration, supervisory and operational courses. Must have considerable supervisory fire operations experience of a progressively responsible nature and have recognizable communications skills. Typing or keyboard skills as well as graduation from a Fire Protection Technology program is an asset.

REQUIRED LICENCES

Valid Driver's Licence for the Province of _____ .

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REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge of the operation and maintenance of all apparatus and equipment and methods used in combating, extinguishing and preventing fires, medical first aid, rescue and extrication and responses to spills and leaks of hazardous materials.

Thorough knowledge of municipal and departmental policies and procedures.

Knowledge of Federal and Provincial Acts and Regulations relating to the activities of the fire department.

Thorough knowledge of the principles and practices involved in training personnel.

Considerable mechanical aptitude.

Thorough knowledge of the principles and practices involved in training personnel.

Knowledge of building construction methods and the appropriate codes and be capable of reading building plans.

Must be familiar with applicable Fire Codes and other related bylaws or standards.

Must be capable of identifying hazardous materials, utilizing reference materials and identified resources in resolving spills and leaks of dangerous materials.

Thorough knowledge of the municipal water system and flow potentials in assigned districts.

Must possess agility and stamina to perform all functions of this position under adverse conditions.

Must have ability to react quickly and remain calm under stress.

Must have leadership abilities and be capable of promoting harmony, good morale and encouraging teamwork.

Must have recognizable administrative skills and be capable of producing clear and concise reports.

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POSITION DESCRIPTIONS

POSITION: CAPTAIN

NATURE AND SCOPE OF WORK

This is a supervisory firefighting position entailing the command of a fire station, apparatus, equipment and assigned personnel. This officer responds to emergencies including fires, rescue, public assistance, emergency medical and first responder action for spills or leaks of hazardous materials. This officer arranges in-company fire safety inspections of buildings in an assigned area and conducts public education programs to visitors at the fire station. A captain is responsible for the training and development of staff, discipline and morale of assigned personnel and for the proper maintenance and security of apparatus, equipment and facilities in accordance with municipal and department orders and procedures. While subject to the requirements of written orders, policies, procedures, regulations and the direct orders of ranking officers, a Captain exercises considerable independence of judgement and action while in command at emergencies. The work is evaluated in terms of the effectiveness of leadership, the performance of assigned staff and the condition of apparatus and facilities.

ILLUSTRATIVE EXAMPLES OF WORK

Responds to emergency alarms and directs the route to be taken to the emergency.

Makes decisions as to the best methods of extinguishing a fire, resolving an emergency and the preservation of life and property until relieved of command by a ranking officer.

Supervises the laying of hose lines, direction of water streams, placement of ladders, ventilation of buildings, rescue of persons, emergency first aid and placing of salvage covers.

Identifies hazardous materials and utilizes reference material to best handle leaks and spills of dangerous materials.

Directs the overhauling and security of premises after a fire has been extinguished.

Supervises the return of all apparatus and equipment to service.

Trains personnel by conducting lectures, classes and drill evolutions.

Maintains discipline, receives and transmits orders and information to staff, organizes watches, records attendance and inspects personnel.

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Ability to prepare clear and concise reports.

Skill in the operation and maintenance of firefighting and rescue equipment.

REQUIRED TRAINING AND EXPERIENCE

Graduation from a secondary school with considerable background experience as a firefighter. Successful completion of required training, related courses and departmental tests and standards established for this level of officer. Typing skills would be an asset.

REQUIRED LICENCES

Valid Driver's Licence for the Province of _____ with the appropriate classification for all emergency response vehicles including air brake endorsement where applicable.

Certification appropriate for the level of medical assistance provided.

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POSITION DESCRIPTIONS

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge of the methods and strategies required to extinguish and prevent fires as well as to perform other rescue and emergency services.

Extensive knowledge of first aid and auto extrication practices.

Thorough knowledge of hazmat identification, operations and decontamination procedures.

Extensive knowledge of the operation and maintenance of firefighting apparatus and equipment.

Thorough knowledge of hydraulics as applied to firefighting, building codes and building construction, wiring and the geography of the city.

Thorough knowledge of rules and regulations governing the fire department and of standing orders of the department.

Knowledge of the principles and practices involved in supervising and training personnel.

Agility and strength to perform prolonged and arduous work under adverse conditions.

Ability to effectively supervise, maintain discipline and morale, exercise sound judgement, cooperate with other officials, react quickly and remain calm under duress.

Skill in the operation and maintenance of firefighting and rescue equipment.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a secondary school supplemented by considerable experience as a firefighter and the successful completion of required training and courses. Typing skills and some exposure to fire prevention programs and inspections would be an asset.

REQUIRED LICENCES

Valid Driver's Licence for the Province of _____ with the appropriate classification for all emergency response vehicles including air brake endorsement where applicable.

Certification appropriate for the level of medical assistance provided.

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POSITION DESCRIPTIONS

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge of the operation of all apparatus, equipment and methods used in combating, extinguishing and preventing fires and in rescue work.

Extensive knowledge of emergency medical care, safety practices, and necessary actions for responses to leaks and spills of hazardous materials.

Knowledge of rules and regulations of the fire department.

Knowledge of maintenance of equipment and department facilities.

Knowledge of building construction, wiring, hydraulics and the geography of the municipality.

Mechanical aptitude.

Agility and strength to perform prolonged and arduous work under adverse conditions.

Ability to understand and follow oral and written instructions.

Skill in the operation of all firefighting and rescue equipment.

REQUIRED TRAINING AND EXPERIENCE

Graduation from a secondary school. Successful completion of all prescribed departmental training programs, courses and classification examinations.

REQUIRED LICENCES

Valid Driver's Licence for the Province of _____ with appropriate classification for all emergency response vehicles operated by the department with air brake endorsement where applicable.

Certification appropriate for the level of medical assistance provided.

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POSITION DESCRIPTIONS

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of departmental rules, regulations, policies, procedures and operational guidelines.

Extensive knowledge of methods and strategies in all aspects of emergency operations and the operation and maintenance of fire department vehicles, equipment and facilities.

Knowledge of the techniques of instruction.

Ability to prepare lectures, demonstrations, lesson plans, training aids and manuals.

Knowledge in the operation and maintenance of audio/visual resources.

Ability to lead people and exercise good judgement.

Ability to effectively teach varied subjects to students at all levels.

) Possess mechanical skills.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a secondary school or technical school or an equivalent combination of training, education and experience to indicate full ability to perform all aspects of this position. A training officer should have at least five years practical experience as a firefighter. Graduation from a Fire Protection Technology course, basic typing and computer skills would be definite assets.

REQUIRED LICENCES

) Valid Driver's Licence for the Province of _____ with appropriate classification for all emergency response vehicles operated by the department with air brake endorsement where applicable.

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POSITION DESCRIPTIONS

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge of fire prevention, inspection and investigation methods, procedures, bylaws, codes, acts and related regulations governing the work.

Thorough knowledge of the fire department rules and regulations, policies and firefighting techniques.

Extensive knowledge of building construction, wiring, heating systems, industrial processes including chemical reactions, and the dangers of flammable and combustible materials and liquids.

Ability to meet and deal effectively with a variety of contacts, to stimulate interest and cooperation in fire prevention and safety programs through public presentations, demonstrations and related activities.

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Ability to read and interpret building plans and specifications, to prepare detailed technical reports and to prepare and maintain a variety of records, reports, statistics and correspondence of an operational and administrative nature.

Ability to establish and maintain effective working relationships with assigned staff, other divisional staff, municipal departments, the construction industry and the general public.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a secondary school or equivalent technical school including or supplemented by related technical courses. Basic firefighting training and experience would be an asset. Considerable experience as an inspector is required.

REQUIRED LICENCES

Valid Driver's Licence for the Province of _____.

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POSITION DESCRIPTIONS

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of fire prevention, inspection and investigation methods, procedures, bylaws, codes, acts and related regulations governing the work.

Thorough knowledge of the fire department rules and regulations, policies and firefighting techniques.

Thorough knowledge of building construction, wiring, heating systems, industrial processes including chemical reactions, and the dangers of flammable and combustible materials and liquids.

Ability to meet and deal effectively with a variety of contacts, to stimulate interest and cooperation in fire prevention and safety programs through public presentations, demonstrations and related activities.

Ability to read and interpret building plans and specifications, to prepare detailed technical reports and to prepare and maintain a variety of records, reports, statistics and correspondence of an operational and administrative nature.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a secondary school or equivalent technical school including or supplemented by related technical courses. Basic firefighting training and experience would be an asset.

REQUIRED LICENCES

Valid Driver's Licence for the Province of _____.

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POSITION DESCRIPTIONS

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge of the all applicable Building and Fire Codes, Municipal fire prevention Bylaws and Provincial or Territorial Acts or Regulations dealing with fire prevention.

Extensive knowledge of NFPA and other applicable standards.

Knowledge of the technical aspects of alarm, detection and voice communications systems, elevators, sprinkler systems, fire pumps, hazardous materials, emergency power systems and other factors related to fire protection.

Knowledge of construction methods and various options in providing fire protection, life safety and property conservation including the purpose of life safety studies.

Ability to deal effectively with the general public and representatives of the building community in an intelligent and tactful manner.

Capable of interpreting complex plans and specifications for buildings to ensure compliance with all applicable standards.

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DESIRABLE TRAINING AND EXPERIENCE

Graduation from a secondary school (advanced level) and a graduate of a post secondary institution such as a technical or community college and be a member of an Association of Certified Engineering Technicians and Technologists. Not less than five years related experience; preferably in the design and construction of fire protection systems in buildings.

REQUIRED LICENCES

Valid Driver's Licence for the Province of _____.

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POSITION DESCRIPTIONS

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge at an advanced level in construction methods, installed systems and the maintenance of facilities.

Extensive knowledge of the operation and repairs of all electrical powered firefighting equipment.

Proven skills in mechanical repairs to electrical, plumbing, ventilation, heating and air conditioning systems.

Thorough knowledge of all safety devices, procedures, precautions, regulations and inspections required for this work.

Ability to establish and maintain effective working relationships with assigned staff and others that are served by this division.

Proven skills in performing a wide range of mechanical and structural repairs.

DESIRABLE TRAINING AND EXPERIENCE

Secondary or technical school graduation and possess and maintain trade certification in more than one of the disciplines required in facility maintenance. A Construction and Maintenance Electrician's licence is required. Must have ten years practical experience in building construction and building maintenance at an advanced level.

REQUIRED LICENCES

Valid Driver's Licence for the Province of _____.

Construction and Maintenance Electrician Licence.

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POSITION DESCRIPTIONS

DESIRABLE TRAINING AND EXPERIENCE

Secondary or technical school graduation and possess and maintain at least one certification of trade qualification diploma including Construction and Maintenance Electrician. Other trade certificates in any of the following trades would be an asset — Heating, Air Conditioning, Plumbing, Carpentry or Millwright. Incumbent must have at least five years trade experience in building maintenance.

REQUIRED LICENCES

Valid Driver's Licence for the Province of _____.

Construction and Maintenance Electrician Licence.

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POSITION DESCRIPTIONS

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge of the standard practices, methods, materials, tools and equipment used in the automotive and heavy vehicle mechanical trade, particularly relating to fire-fighting equipment, vehicles and apparatus.

Thorough knowledge of necessary safety procedures, precautions and regulations affecting this work.

Proven skills in performing a wide range of skilled mechanical and related work.

Ability to instruct and train drivers and operators of specialized and complex vehicles as required.

Ability to prepare and maintain all required records and reports relating to the maintenance and repair of vehicles and related equipment.

Ability to establish and maintain effective working relationships with assigned staff and others that are served by this division.

Skill in the use and care of all tools and equipment used in the trade.

Comprehensive knowledge of fire pump, primers, pressure control devices, aerial ladder operating systems, hydraulic systems and other related fire equipment.

Superior mechanical aptitude.

DESIRABLE TRAINING AND EXPERIENCE

Secondary school or technical school graduation and possess and maintain trade certification in the mechanical trade with at least ten years practical trade experience. Previous experience in the repair of fire vehicles and specialized courses including supervisory practices would be an asset.

REQUIRED LICENCES

Valid Driver's Licence for the Province of _____ with appropriate classification for all emergency response vehicles operated by the department with air brake endorsement where applicable.

Class "A" Mechanic certificate with diesel motor and air brake attachments where applicable.

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Ability to perform a variety of skilled mechanical and related work in overhauling, repairing, servicing and maintaining firefighting equipment, vehicles and apparatus with economy and efficiency in the use of time, equipment and materials.

Ability to schedule and perform all mechanical shop and field operations independently under the administrative direction of the Head Mechanic.

Ability to instruct, train and test drivers on specified vehicle operational requirements.

Ability to prepare and maintain a variety of operational records and assist in the preparation of estimates on costs for budget purposes.

Ability to operate all firefighting equipment to ensure proper functioning of same.

Ability to establish and maintain effective working relationships with other staff, superiors and outside contacts.

Skill in the use and care of all tools and equipment used in the trade.

Extensive mechanical aptitude.

DESIRABLE TRAINING AND EXPERIENCE

Secondary school or technical school graduation and possess and maintain trade certification in the mechanical trade with at least five years experience in heavy equipment.

REQUIRED LICENCES

Valid Driver's Licence for the Province of _____ with appropriate classification for all emergency response vehicles operated by the department with air brake endorsement where applicable.

Class "A" Mechanic certificate with diesel motor and air brake attachments where applicable.

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POSITION DESCRIPTIONS

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

Thorough knowledge of the operations of a fire department and emergency response procedures.

Knowledge of policies, procedures and departmental operational guidelines.

Extensive knowledge of the operations of a Communications Centre and related systems.

Demonstrated supervisory skills.

Ability to establish and maintain effective working relationships with assigned staff and others that are served by this division.

Ability to communicate with the public and staff.

Must have verbal and written communications skills.

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Good health and the ability to work under stress.

Extensive technical knowledge of communications equipment and computers.

Knowledge in the technical application of data bases, word processing and land related information systems.

Knowledge of training methods and techniques of instruction.

DESIRABLE TRAINING AND EXPERIENCE

Secondary school graduation with preferred post secondary education in administration and computer sciences. Practical experience is required. Technical expertise in communications equipment, systems and programs are essential. A university degree in Computer Science would be a definite asset.

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REQUIRED LICENCES

Valid Driver's Licence for the Province of _____.

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POSITION DESCRIPTIONS

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

Technical knowledge of computer systems and applicable software programs.

Knowledge of the operation of an emergency communications centre.

Practical experience in the operation and maintenance of computer and office systems.

Basic drafting skills.

Proven verbal and written communications skills.

Keyboard skills.

Ability to deal effectively with people at all levels.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a secondary school supplemented by a graduation diploma or certificate in Electronics or Computer Science. A university degree in Computer Science would be a definite asset. At least five years related experience in system installation, operations or maintenance is essential.

REQUIRED LICENCES

Valid Driver's Licence for the Province of _____.

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REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

Thorough knowledge of the operations of the Fire Department, policies, procedures and operational guidelines.

Thorough knowledge of the operation of the Communications Centre and all related systems.

Ability to deal effectively with the public.

Proven verbal and written communication skills.

Knowledge of the geography of the municipality and key facilities and structures.

Ability to react quickly and remain calm under stress.

Ability to effectively supervise assigned staff.

Knowledge of communications equipment and computer applications.

Technical understanding of installed systems and maintenance procedures.

Ability to type a minimum of 40 WPM with accuracy.

DESIRABLE TRAINING AND EXPERIENCE

Secondary school graduation with related post secondary courses and five years experience as a Communications Operator.

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REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the operations of the fire department, policies, procedures and operational guidelines.

Knowledge of the operation of the Communications Centre and related systems.

Ability to react quickly and remain calm under stress.

Good verbal and written communications skills.

Ability to type a minimum of 40 WPM with accuracy.

Ability to deal effectively with the public.

Technical understanding of installed systems.

DESIRABLE TRAINING AND EXPERIENCE

Secondary school graduation or equivalent technical school graduation. Keyboarding ability is required. Courses in, electronics or computers would be an asset.