

# Heartland Communications Facility Authority



Invites applications for the positions of

## **Full Time Fire Communications Dispatcher**

### **Continuous Open Recruitment**

Serving the Communities 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  
Sycuan Fire Department

## The Organization

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, 911 emergency dispatch services to the communities and public safety agencies we serve through a cooperative effort and sharing of resources.

## 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.
- Part Time employees are required to work a minimum of 36 regular hours per pay period (14 days). Additional hours are available to them.

## 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.
- **A highly desirable candidate** would be a Dispatcher with a minimum of 2 years' experience in a Public Safety PSAP

## **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

## **Compensation and Benefits Overview**

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

A three-year, (currently in the second year July 1, 2023 – June 30, 2024) Heartland Fire Dispatcher Association (HFDA) Memorandum of Understand (MOU) Agreement (07/01/2022 through 06/30/2025). Part Time Fire Communications Dispatcher are afforded sick leave accrual of at least 24 hours or three days of paid sick leave per year and classification protection under the MOU.

For Both Full & Part Time Dispatchers the current year annual salary range is \$56,944 (hourly rate \$27.38) - \$68,952 (hourly rate \$33.15). Salary Schedule is paid in 5 Steps A – E. Depending on previous experience, step placement is determined ultimately by the HCFA Executive Director.

Retirement: Heartland has a two-tier CalPERS retirement system: A qualified CalPERS employees hired after January 1, 2013, will be enrolled in the PERS Pension Reform Act (PEPRA), which provides 2% at 62. Conversely 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. Employees pay the full 8% (Classic) or normal cost (PEPRA) employee contribution, currently at 8%.

A 457 Deferred Compensation Plan through Nationwide is available for employees wanting to contribute to another avenue for retirement funds.

Insurance: In Fiscal Year 23/24 (July 1, 2023 through June 30, 2024), the Cafeteria benefit is \$1,275.00 per month is allocated to those employees who participate in a CalPERS Health Plan. If there are residual funds after paying the CalPERS Health premium, they can be used to help offset dental & vision through Standard and our flex plan (tax deferred medical and child care expenses) under TASC. If the employee chooses to not participate in a qualified Cal PERS Health Plan under the Authority, the cafeteria benefit will be forfeited by the employee.

A Term life insurance, in the amount \$50,000.00 is provided by the Authority for full time employees.

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), dental, monthly \$50 bilingual stipend and \$320.00 uniform allowance.

## **Currently Accepting Applications**

**To apply:** Please fill out an online application and attach your resume. A resume will not be accepted without an online application; however, you may mail in the online application and resume to the address below:

Heartland Communications  
100 E. Lexington Avenue El Cajon, CA. 92020

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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