



**City of Holyoke
Fire Department
Full Time Provisional Fire Alarm Operator
JOB POSTING – August 1, 2022 - August 15, 2022**

Position Summary: Provisional Fire Alarm Operator

Essential Functions: Fire Alarm Operators (FAO's) are essential for maintaining coordination between different fire companies across the department. They evaluate service requests by factoring in available resources, agency jurisdictions, and boundaries, utilizing maps, charts, and resource lists so that an allocation of resources is determined. They also convey instructions, information, and directions to the service requester and then relay the information to telecommunications personnel or other entities. They also are responsible for receiving and maintaining equipment ranging from reading and adjusting fire alarm equipment to updating CAD (Computer Aided Dispatch) systems.

Knowledge, skills and abilities required: Must be able to use a personal computer proficiently. Must be able to maintain accurate records for dispatching purposes, Must have good customer service skills. Must be able to pleasantly and efficiently answer and use the business phone and assist the public. The candidate must be able to pass a background check. Must be able to multitask, maintain confidentiality and be professional in a demanding/stressful environment. Must have strong communication and radio skills. The employee must be able to listen effectively and relay important life threatening information clearly and concisely. Must be able to climb a ladder and operator department bucket truck.

Physical Requirements: The physical demands of this position are similar to any typical office environment, which involves sitting for long periods of time using office equipment including a computer and telephone(s). While performing the duties of this position, the employee is frequently required to stand, sit and use hands. The employee is occasionally required to walk, reach with hands/arms, talk and hear. The employee must occasionally lift and or move up and more than 50 pounds. The physical demands described here are representative of those that must be met by an employee to perform successfully the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Duties: Under supervision from employees of a higher grade: processes requests for public safety services CAD (Computer-Aided Dispatch System); reads and adjusts fire alarm equipment; updates CAD system; evaluates service requests, given available resources, agency jurisdictions, and boundaries, utilizing maps, charts, and resource lists so that an allocation of resources is determined; conveys instructions, information, and directions to the service requester and then relays the information to telecommunications personnel or other entities.

Education, certification, licensure and other similar required: High school graduate or GED. Preferred additional certification EMD

Employment Status and Hours: Regular full time rotating shift hours (average 42 hours per week) (2) day tours 7:00 a.m. – 7:00 p.m. (2) night tours 7:00 p.m. – 7:00 a.m. (4) days off. Must be flexible with hours to the needs of the Holyoke Fire Department. Must report for major incidents and various needs within the City of Holyoke.

Pay rate: F1A-A \$57,433.00 annually under collective bargaining agreement

Employee Benefits: Health, Dental, Life Insurance, Optional Vision & Flexible Spending Account

Reports to: Holyoke Fire Department Dispatch Operations Center

**Please contact the Office of the Fire Chief to obtain an employment application at:
600 High Street, Holyoke, Ma. 01040. Office Hours Monday – Friday 8:00 a.m. – 4:00 p.m**

City of Holyoke is an equal opportunity employer and does not discriminate because of age, ancestry, color, creed, disability, ethnicity, family status, gender, genetic information, marital status, military status, national origin, political affiliation, pregnancy, race, religion, sex, sexual orientation, veteran status, or any other legally protected category.