



The County of San Bernardino invites application for the position of

Emergency Services Call Taker\* (Fire Department)  
Job Number: 15-FD46227-01

**SALARY**

\$14.54 - \$18.60 Hourly    \$2,520.27 - \$3,224.00 Monthly    \$30,243.20 - \$38,688.00 Annually

**APPLY BY:** Continuous

Applicants are encouraged to apply online: <http://www.sbcounty.gov/hr>

**THE POSITION**



Emergency Services  
Call Taker



**THIS IS A FIRE DEPARTMENT (CONFIRE) POSITION ONLY**

The **Fire Department, Communications Division (CONFIRE)** is recruiting for Full-Time and Extra-Help **Call Takers** to receive requests for emergency and non-emergency assistance. Primary duties include entering fire, emergency medical, and local government calls in the computer aided dispatch (CAD) system.

**CONDITIONS OF EMPLOYMENT**

**Availability:** Must be able to work rotating shifts, weekends, and holidays; candidates in this position are subject to mandatory overtime.

**Certification:** CPR and an Emergency Medical Dispatch (EMD) certificate must be successfully completed within six (6) months of the date of hire and must be maintained throughout employment.

*This recruitment will be used to fill both full-time and extra-help, non-regular positions classified as Public Service Employees. Successful candidates in extra-help positions shall be considered at-will throughout the term of their employment.*

\*Official Title: Call Taker

For more detailed information click here to view the [Call Taker](#) job description.

### **MINIMUM REQUIREMENTS**

**Experience:** Must have one (1) year of computer experience using Windows based programs in a work setting **and** six (6) months of public contact experience using the telephone.

**-AND-**

**Typing:** Must be able to type a minimum of 35 WPM (corrected) and must maintain that typing speed throughout employment. *Candidates are required to submit a certificate verifying corrected typing speed from a qualified test administrator such as a school or employment agency. Certificates should be attached to the application or submitted to Human Resources within 48 hours from the date of application, or application will be disqualified from the selection process.*

### **DESIRED QUALIFICATIONS**

Work experience in a multitasking environment such as a call center is desirable. Basic First Aid training and knowledge of the geography of the County of San Bernardino is highly desirable. Applicants with CPR certification and an Emergency Medical Dispatch (EMD) certification may be given preference in the selection process. Applicants are encouraged to attach desired certificates to their application.

### **SELECTION PROCESS**

There will be a **competitive evaluation** of qualifications based on the information provided on the Application and Supplemental Questionnaire. It is to your advantage to be explicit in your responses to the application and supplemental questionnaire, **as resumes will not be accepted or reviewed in lieu of the application materials.**

**FIRST REVIEW OF APPLICATIONS WILL TAKE PLACE MARCH 6, 2015. ALL APPLICATIONS RECEIVED AFTER THIS DATE WILL NOT BE REVIEWED FOR AT LEAST THREE (3) WEEKS FROM THE DATE OF APPLICATION.**

*The Human Resources Department reserves the right to modify the examination process in accordance with the Personnel Rules and accepted selection practices.*

Applications may be obtained and filed online at: <http://www.sbcounty.gov/hr>

(909) 387-8304 • TTY Users: 711

157 West Fifth Street, 1st Floor, San Bernardino, CA 92415

An Equal Employment Opportunity and ADA Compliant Employer

**Issue Date:** 2/14/15 AR

### **Emergency Services Call Taker\* (Fire Department) Supplemental Questionnaire**

- \* 1. **Availability:** I am willing and available to work the following shifts: day, rotating, weekend and holidays. I am also willing and available to work mandatory overtime. I understand that checking "NO" will remove me from this testing process and I will need to reapply at a later date when I am available for all indicated shifts. I further understand that refusal to work an assigned shift will remove me from the list and/or terminate my employment.

Yes

No

- \* 2. Indicate below whether you are interested in Full-Time, Extra-Help, or both:
- Full-Time Only
  - Extra-Help Only
  - Both Full-Time and Extra Help
- \* 3. A certificate verifying a typing speed of 35 wpm is required and must be submitted for review within 48 hours of application date, or your application will be disqualified. Typing certificates may be attached to the online application, submitted by fax to (909)387-5792 (attn: Call Taker), or submitted by mail/in person to: San Bernardino County Employment Division, 157 W 5th Street, 1st Floor, San Bernardino, CA 92415-0440. Select the statement which applies below:
- I have attached a copy of my typing certificate to the application.
  - I will submit a copy of my typing certificate within 48 hours of application.
- \* 4. I am CPR certified.
- Yes    No
- \* 5. I have an Emergency Medical Dispatch (EMD) certification.
- Yes    No
- \* 6. **Competitive Evaluation:** The information on the Application and your responses to the following supplemental questions will be used in a competitive evaluation of qualifications. Detailed responses should be provided for each question in order to ensure qualifications are properly considered (do not refer to a resume). **Each response must include the name of your employer(s) and dates of employment where you performed the duty, the title of your position, and the percentage of time performing the function.** *Employers listed on this questionnaire must also be listed in the work experience section of your application. All work experience listed on the Supplemental Questionnaire must also be listed on the Application in order to be evaluated.*
- I have read and understand the above statement.
- \* 7. Describe your experience working with computers and Windows programs. Include your job title, employer, hours worked per week, and dates of employment.
- \* 8. Describe your experience Work experience in a multitasking environment such as a call center.
- \* 9. **I understand that I cannot update my application once I have submitted it.** Therefore, I have fully completed all sections and provided full descriptions of my duties and responsibilities for each employer, and have fully reviewed my answers to all questions on the supplemental prior to submitting my application. *(Do not refer to a resume or other documentation in lieu of completing the employment history section or responding to the supplemental questions; they will not be reviewed or considered.)*
- I understand.
- \* Required Question