



San Jose Fire Department  
1661 Senter Road  
San Jose, CA 95112  
(408) 794-7000

## Fire Communications Fast Facts

### Command Structure:

Fire Chief  
Assistant Chief  
Deputy Chief  
Division Chief  
Supervising Public Safety Dispatcher  
Senior Public Safety Dispatcher  
Public Safety Radio Dispatcher

### Communications Personnel: 46

Division Chief  
Supervising PSD (3)  
Senior PSD (11)  
PSRD (30)  
Senior Office Specialist

Population Served: 1.2 Million

Area Served: 206 Square Miles

Union: Municipal Employees Federation,  
Local 101



Information available at:

[www.sjfd911.org](http://www.sjfd911.org)

To be notified of future vacancies, scroll to the bottom of the page and click the link to join the SJFD Dispatcher Recruitment News Flash email list.

Photos courtesy of:

Craig Allyn Rose Photography  
[www.emergencyphoto.com](http://www.emergencyphoto.com)

# SAN JOSE FIRE COMMUNICATIONS



## PUBLIC SAFETY RADIO DISPATCHER RECRUITMENT

Courtesy and Service with Pride





## San Jose Fire Department Vision:

The San Jose Fire Department is committed to excellence in public safety. We embrace innovative approaches to meet the evolving needs of our diverse city. We work in partnership with the community to achieve a fire and hazard safe environment.

## Benefits Information:

Base salary \$72,051 – \$87,588  
(\$64,875 during training)

Paid vacation and sick leave

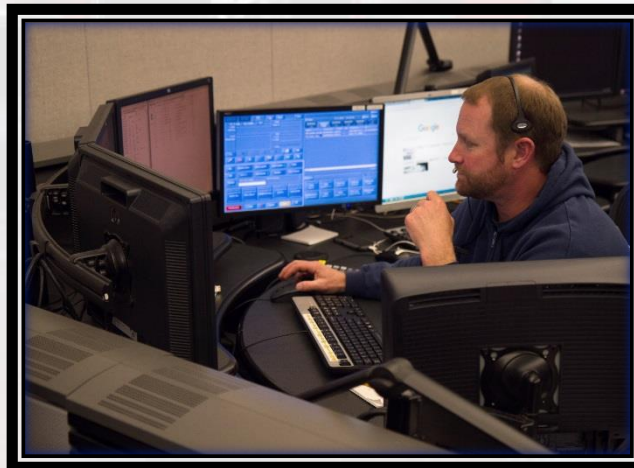
Medical, dental, and vision insurance

Competitive retirement

Shift / Bilingual differential

Uniform allowance

Tuition reimbursement



## Minimum Qualifications:

18 years of age at time of application

High School Diploma or G.E.D.

Three years of customer contact experience

## Desirable Qualifications:

Ability to read, write, spell, and speak in concise English

Ability to learn correct telephone answering techniques, policies, and procedures

Ability to follow oral and written instructions

Ability to learn and interpret maps

Ability to demonstrate a proficiency in typing and / or keyboard skills

Oral fluency in Spanish, Tagalog, Russian, Vietnamese, Cantonese, or Mandarin

Experience as a Public Safety Dispatcher or equivalent

Experience in utilizing Emergency Medical and / or Fire Protocols



## Hiring Process:

Application  
Personal History Questionnaire  
Computer Practical Exam  
Oral Board Interview  
Sit-Along  
Background Exam  
Selection Interview  
Conditional Job Offer  
Polygraph Test  
Psychological / Medical Screening  
Formal Job Offer  
SJFD Dispatcher Training  
Completion of Probationary Period

## **San Jose Fire Department Mission Statement**

To serve the community by protecting life, property and the environment through prevention and response.