



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

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

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 \$74,214 – \$90,209
(\$66,830 during training)

Paid vacation and sick leave

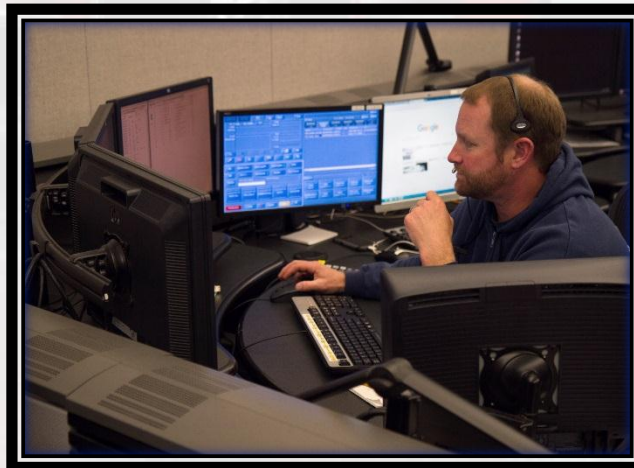
Medical, dental, and vision insurance

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

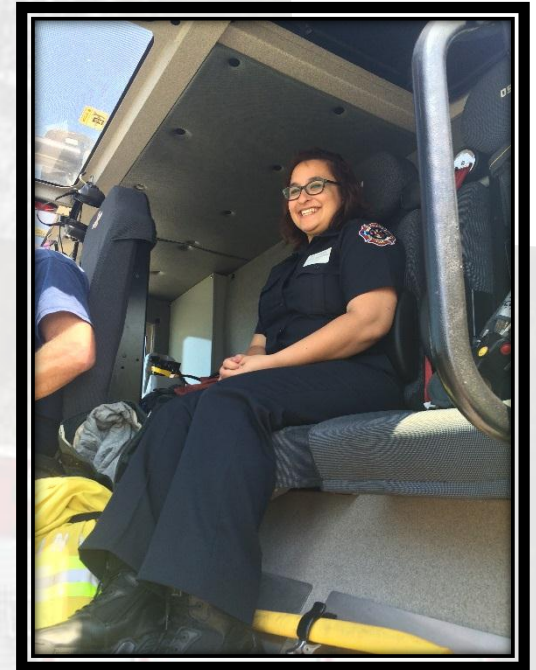
Ability to learn and interpret maps

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.