



# #JoinFDNY

## FIRE ALARM DISPATCHER



Joseph Shovlin  
Supervising Fire Alarm  
Dispatcher

Jessica Ellerbee  
Fire Alarm Dispatcher

Serena Brown  
Fire Alarm Dispatcher

Bryan Etkins  
Fire Alarm Dispatcher

Frank Salamone  
Fire Alarm Dispatcher

### FDNY means pride, respect and opportunity.

FDNY Fire Alarm Dispatchers provide an invaluable resource to the Department. They are responsible for the receipt and transmittal of alarms received for fires and various types of emergencies throughout the five boroughs.

### Best-in-Class Benefits

- Choice of health plans with family and domestic partner coverage
- Paid holidays, pension benefits, medical and annual leave
- Promotional opportunities from Fire Alarm Dispatcher to Supervising Fire Alarm Dispatcher



Robert DeMarr  
Supervising Fire Alarm Dispatcher

### Salary Range

**Fire Alarm Dispatcher**  
\$38,403 - \$63,500

**Supervising  
Fire Alarm Dispatcher**  
\$65,364 - \$74,282

**Supervising  
Fire Alarm Dispatcher Level II**  
\$82,484 - \$88,498

The FDNY offers many opportunities to start a rewarding career in public service. Every day, FDNY personnel make a real difference in every community of New York City.

To #JoinFDNY, call 718-999-FDNY (3369) or see us online at [www.joinfdny.com](http://www.joinfdny.com)



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# FIRE ALARM DISPATCHER



## FIRE ALARM DISPATCHER CAREER

Fire Alarm Dispatchers receive and transmit alarms of fire and emergency using various systems, including the Computer Assisted Dispatch System (CADS), Mobile Data Terminals (MDTs), telephone, voice alarm, Emergency Reporting System (ERS), two-way radios and PC-based database programs. Dispatchers also receive and process calls in regard to administrative issues or complaints from FDNY field units, other FDNY bureaus, City agencies and/or the public. Dispatchers are required to work rotating shifts, including nights, Saturdays, Sundays and holidays.

## HIRING REQUIREMENTS

In order to be appointed as a Fire Alarm Dispatcher you must:

- Achieve a passing score on the multiple-choice test
- Complete an exam to determine whether you can perform the essential functions of the position of Fire Alarm Dispatcher
- Pass a drug screening
- Be able to understand and be understood in English
- Be a resident of the City of New York or of Nassau, Westchester, Suffolk, Orange, Rockland or Putnam counties.

## FIRE ALARM DISPATCHER EXAMS

You must take and pass the Walk-In Civil Service exam for Fire Alarm Dispatcher. Please visit the Department of Citywide Administrative Services (DCAS) website to remain informed about upcoming test dates.

## FIRE ALARM DISPATCHER CERTIFICATION

1. An associate degree or 60 semester college credits; or
2. A four-year high school diploma or its educational equivalent, and two years of satisfactory full-time experience in one of the following:
  - (a) As an airport or railroad traffic controller; as a fire alarm dispatcher in a Class "A" Fire Alarm System; or in a radio or telephone call receiving and/or dispatching position in an emergency communications facility dedicated to Police, Fire or EMS operations; or
  - (b) As a paid or unpaid dispatcher handling the receipt of multiple, simultaneous calls and radio dispatching in response thereto in a non-firefighting/fire/Emergency Medical Services (EMS) dispatching capacity in a U.S. military facility, Parks Department, Sanitation, Medical Service or DEP; or
  - (c) As a paid firefighter and/or fire dispatcher as a member of a municipal or federal fire service/department or the New York City Fire Patrol; or
  - (d) Service as a Firefighter/Emergency Medical Technician or Fire/EMS dispatching member in good standing or a recognized volunteer at a Fire/EMS department.

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