

**JOB OPPORTUNITY ANNOUNCEMENT  
AVIANO AIR BASE, ITALY  
NON-U.S. APPROPRIATED FUND POSITION**

**CANDIDATES WHO APPLIED FOR VACANCY ANNOUNCEMENT N. 01-24 NEED TO RE-APPLY**

**ANNOUNCEMENT NO. 24-24**

**OPENING DATE: 29 May 2024  
CLOSING DATE: Open till filled**

Applications are being accepted for the position listed below. When applying, refer to this announcement by number. For further information, contact the Aviano Civilian Personnel Office (CPO) at DSN 6328328 or commercial 0434308328. The Application Form USAFE-AFAFRICA714 can be downloaded from the CPO website [www.31fss.com/civilian-personnel-section](http://www.31fss.com/civilian-personnel-section) by clicking on "Forms and Information"; the application form will be found at the bottom of the list of document. It will need to be filled out and e-mailed with pertinent documentation to the following address: [31fw.LNstaffing@us.af.mil](mailto:31fw.LNstaffing@us.af.mil). Applicants will need to ensure they receive an e-mail from the Aviano CPO indicating that the documentation has been acquired; otherwise they will need to call immediately commercial 0434308328.

**TITLE, SERIES, GRADE AND SALARY: Emergency Services Dispatcher, U-2151-04/05 Trainee (2 positions)  
(Permanent - 42 hours per week)**

**Monthly gross salary euro 2.543,18**

U-04 BP	pm euro	922,88
3EL	pm euro	977,77
CONT	pm euro	521,43
EWV	pm euro	121,10

**Monthly gross salary euro 2.426,2**

U-05 Trainee BP	pm euro	858,95
3EL	pm euro	926,92
CONT	pm euro	519,23
EWV	pm euro	115,26

**LOCATION: 31<sup>st</sup> Civil Engineer Squadron, Fire Emergency Services/CEFO, Aviano Air Base, Italy**

**MAJOR DUTIES:** The primary purpose of this position is to provide emergency services to the public by answering emergency calls and dispatching appropriate personnel and equipment. Receives, evaluates and transfers emergency calls to proper agency, including installation fire, police, ambulance service, rescue and hazardous materials events. Interrogates caller to determine the problem and the nature of the call. Prioritizes all incoming emergency and non-emergency calls. Identifies the nature of emergency, level of response required and provides this and any additional information to the responding units. Provides assistance by acting as liaison between customers and agencies. Performs emergency intervention with distraught emergency callers during high-risk situations until appropriate emergency field units arrive on scene. Receives all significant information via data processing equipment for the base fire alarm systems in accordance with established protocols. Independently determines, based on local policy and procedure, appropriate jurisdiction, and services to be rendered. Transfers caller to the proper agency as determined and dispatches a variety of emergency responses including police, firefighting, ambulance, rescue, or hazardous materials units, etc. Maintains an accurate status of emergency response equipment and personnel to ensure prompt and accurate response. Continuously monitors the installation's fire alarm systems that are linked to the Emergency Communication Center. Determines cause of an alarm, type of facility, and initiates action notifying emergency responders in accordance with pre-fire plans, standard operating guides, Air Force Instructions, and Department of Defense Instructions set for that type of facility. As required, notifies the 31 CES/CEOES (Services Contracts) section or Standby Duty Officer (SDO) (after normal business hours) of fire alarm system malfunctions or emergencies and request immediate response from a contractor. Maintains maps, checklists, and charts, including automated programs. Monitors and logs status and availability of agencies like police, fire, etc. to ensure an appropriate response is made. Updates information for medical, police and fire personnel enroute to call. Dispatches a variety of emergency response units. Notifies police, fire department staff and other agencies concerning incidents when needed. Provides initial Incident Command support until responding emergency units arrive on scene. Maintains proficiency in the use of checklists used during emergencies. Use of checklists is mandatory and subject to review. Provides input to the supervisor regarding updating checklists as needed. Maintains on and off base maps and other visual aids frequently utilized as quick information references for responding emergency personnel. Maintains an electronic log of all activities, according to locally established protocols, maintains proficiency in

utilizing various types of maps, in the use of multiple geographical grid coordinate systems, and in the use of computerized mapping programs used during search and rescue and hazardous materials operations. Documents and informs the senior fire official of munitions movements, fire symbol changes, fire alarm maintenance actions, and vehicle status information. Informs the senior fire official of any out of service apparatus or major equipment. Submits and tracks work orders requests until repairs are completed. Operates and maintains telephones, automated data processing equipment, printers, recorders, facsimile equipment, and other devices installed in the Consolidated Dispatch Center. Monitor radio and telephone communications with emergency units to ensure resources are available during emergencies. Refers non-emergency callers to appropriate civilian and governmental agencies as needed. Operates communications equipment for the hearing impaired (TDD) when available, conveying messages or taking appropriate emergency actions as required. Maintains and operates computerized systems, including the computerized recording system, the hazardous materials information system, and the Automated Recording Systems, all in the Emergency Communication Center (ECC). Prepares and maintains reports and records relating to emergency responses. Prepares Incident Reports, utilizing the correct response codes and categories to complete the response report for each emergency incident, in accordance with guidelines. Prepares incident reports for the locally utilized system, using correct codes and categories in the preparation of the report, in accordance with local guidelines. Provides various statistical data regarding emergencies to the Fire Chief as requested. Enters information to determine the correct level of emergency response required in accordance with national guidelines and checklists. Compiles, collates, and verifies alarm statistics generated by or processed through the communications center, and transmits data to the National Fire Incident Reporting System (NFIRS). Data may include fire and medical response statistics, emergency calls, hazardous materials responses etc. Receives documents and informs of weather warnings, advisories and conditions. **Employee will work on a team in a rotation shift/alternate work schedule, which requires an uncommon tour of duty to ensure a 24-hours per day, 7 days per week coverage including weekends, holidays, rest days, mornings, afternoon and night shift. Employee is required to work on a 12-hour continuous shift. Subject to perform on call duties to respond to emergencies. Subject to work under pressure and high stress environment such as emergencies situations. This position requires the employee to wear a uniform. May be required to travel by military and/or civilian aircraft in the performance of official duties in performance of TDY assignments and exercises for training and work purposes.** For further information, please contact the Civilian Personnel Office.

#### **Reference Office of Personnel Management (OPM) Qualification Standards.**

**QUALIFICATIONS AT THE U-04 LEVEL:** Interested applicants must possess 1 (one) year of specialized experience equivalent to at least the next lower grade level. Specialized experience must have equipped the applicant with the particular knowledge, skills, and abilities required to perform the duties of the position and which are typically in or related to the position to be filled.

**QUALIFICATIONS AT THE U-05 TRAINEE LEVEL:** Interested applicants must possess 1 (one) year of specialized experience equivalent to the next lower grade level and which has equipped the applicant with the particular knowledge, skills and abilities to successfully perform the duties of the position to be filled. Specialized experience must be in or related to the position to be filled.

**SUBSTITUTION OF EDUCATION FOR EXPERIENCE AT THE U5 TRAINEE LEVEL:** 4 (four) years above the High School level or 3 (three) years of Italian university may substitute for 1 (one) year of specialized experience. Applicants must submit a copy of the certificate of graduation from a recognized university, listing all the exams and grades.

**Must be able to attend/obtain and maintain required trainings and certifications (such as International Fire Service Accreditation Congress Certification in Hazardous Materials Awareness, International Fire Service Accreditation Congress Certification as a Telecommunicator, etc.) within the requested time frame.**

**Good command of the English language is required, subject to testing.**

**The selected candidate will need to obtain the fit for duty evaluation for the specific position for which considered. The assessment will be conducted during the pre-employment medical exam, IAW Lgs. D. 81/08.**

**IF THE POSITION IS FILLED BELOW THE FULL PERFORMANCE LEVEL, THE SELECTED CANDIDATE MAY BE NON-COMPETITIVELY PROMOTED AFTER ALL TRAINING AND EXPERIENCE REQUIREMENTS OF THE NEXT HIGHER LEVEL HAVE BEEN MET.**

**APPLICANTS MUST ENSURE THAT ALL QUALIFYING EXPERIENCE IS DOCUMENTED IN THEIR APPLICATION.** Experience which is not on file at the closing date of the announcement will not be considered. In accordance with Art. 10, paragraph 6, of the Conditions of Employment (COE) "Making a false or misleading statement in the application for employment or in the process of being hired may be cause for separation".

**EQUAL EMPLOYMENT OPPORTUNITY:** All qualified candidates will receive equal consideration for this position without regard to race, color, sex, religion, national origin or physical handicap. The supervisor having jurisdiction over the vacancy will be responsible for selection.

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