

POSITION DESCRIPTION FORESTS/PROTECTION PROGRAM

POSITION TITLE:	Fire Control Room Dispatcher	POSITION NUMBER(S):	Various
DIVISION: (e.g., Division, Region, Department)	Operations		
UNIT: (e.g., Branch, Area, District)	Protection	LOCATION:	
SUPERVISOR'S TITLE:	Fire Control Room Supervisor	POSITION NUMBER	
SUPERVISOR'S CLASSIFICATION:	CLK R11	PHONE NUMBER:	
FOR AGENCY USE ONLY		NOC CODE:	
APPROVED CLASSIFICATION:		CLASS CODE:	
ENTERED BY:		PHONE NUMBER:	

PROGRAM (OPTIONAL)

As stewards of British Columbia's forest and range resources, the Forest Service has the responsibility to ensure that the use of forests to generate economic benefits is balanced with the long-term health (sustainability) of the forest and range resources. To help ensure the forest will continue to contribute to a strong forest economy, the ministry prevents and suppresses wildfire to protect natural resource inventories and investments on both the Crown and private land-base. Forest fire response is primarily focused on protecting lives and government forest assets, particularly timber. Without fire protection, some 500,000 hectares of productive forest would be lost annually at a cost to the province of billions of dollars in potential direct revenue as well as the possible loss of structures and, potentially, human life.

The protection of Crown forest and range assets and infrastructure, and the assistance given to rural communities to combat wildland fire, requires the ministry to undertake a coordinated and consultative approach with a great many stakeholders. These include: the oil and gas community; First Nations; guide outfitters; cattle and range associations; local and regional governments; the forest industry; and the general public.

PURPOSE OF POSITION

Provides the communication link between the fire control centre and field operations in support of fire control functions to the Fire Control Officer and fire centre staff. The dispatcher implements pre-approved fire control decisions in the absence of the Fire Control Officer.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

FIRE PREPAREDNESS/PRE-ORGANIZATION (10%)

In support of fire preparedness the incumbent performs the following functions:

- Receive, assess, and assimilate data on resources that are suitable for fire operations.
- Maintain and update contact lists of available personnel and resources (timekeepers, first aid attendants, bulldozers etc.) on the computerized preorganization system.
- Arrange and organize preparedness requirements and ensure data is accurate and available to dispatch.
- Maintain daily records and logs of fire preparedness.
- As directed, implement preparedness levels according to established guidelines (initial attack crew positioning, aircraft positioning, detection resource levels).
- Maintain and confirm the accuracy of fire crew manifests and supporting data.
- Receive and disseminate the preparedness/response information.
- Receive and track burning permits (open burning)
- Attend the daily fire centre briefing

FIRE CONTROL RESPONSE (80%)

In support of fire control operations the incumbent performs the following.

FIRE DETECTION

- Operate the protection computer systems to be able to access and track fire weather, forecasts, indices, weather station observations, lightning location, aircraft management and advanced fire management.
- Update fire occurrence information.

FIRE REPORTING

- Receive, process, monitor and update incoming fire calls and reports.
- Assess fire location and needs based on the preparedness/response outlined by the Fire Control Officer.
- Receive fire updates and fire hazard information, from fire personnel, record all required information and forward information to the Fire Control Officer.
- Receive FS 144 Final Fire Reports and enter information into the system.

DISPATCH OPERATIONS

- Receive requisitions for equipment, resources and personnel. Obtain FCO approval to process requisitions.
- Efficiently dispatch fire control resources. Coordinate and deploy the movement of fire suppression personnel and equipment (fire crews, specialty teams, aircraft, fuel).
- With direction from the FCO organize crew movements, re-basing, tracking, transport, briefings and other support needs.
- Receive, assess, and assimilate data on crews and resources that are available for fire operations.
- Monitor supplies and resources such as aircraft fuel.
- Maintain and record a daily log of response activity. Update and advise FCO.
- Requisition, purchase, track and monitor supplies and resources as per policy.
- Arrange for the delivery of goods or supplies to the fire line or other approved site.
- Back fill requests for support.
- Gather daily fire expenditures using FS 963 form or other appropriate forms and report the commitments to the SITREP.
- Prepare the SITREP and upon approval of the Fire Control Officer, forward report to the Provincial Fire Control Centre.
- Plot fire locations on the map using fire coordinates; verifying geographic locations as reported. Plot fires on the database.
- Maintain status boards, charts, and information boards.

RADIO OPERATIONS

- Operate, monitor, receive and record all radio communications related to fire activity and fire resources as per MOT and Industry Canada guidelines.
- Monitor radio communications systems for problems and report any irregularities.

SAFETY

- Be familiar with downed/overdue aircraft and other emergency response procedures.
- Establish and maintain radio contact on a half hour basis with all aircraft in the ministry's employ, as established in operating procedures.
- Maintain safety check-ins with detection and fire suppression staff for administration and safety purposes.
- Record and report to the FCO or Fire Control Room Supervisor of any irregularities in aircraft movement, missed check-ins, accidents and incidents. (medivacs, evacuations, downed aircraft, lookouts, ground crews) as established in operating procedures.
- Implement or assist with the implementation of emergency response procedures to downed aircraft or other emergency situations as required.
- Alert all fire suppression staff of red flag warnings as directed by the FCO.

AIRCRAFT BOOKING

- Hire aircraft in accordance with the BCFS Air Carrier and Pilot Directory.
- Receive and record aircraft booking requests. Advise aircraft users of flight confirmations and flight information.
- Provide necessary flight information (crew/cargo manifests) to air carriers.
- Ensure appropriate documentation is recorded (hours flown, company, type).

- Data entry and retrieval on computerized Aircraft Management Information Systems.

AIRCRAFT DISPATCH

- Dispatch, monitor and record aircraft movement in accordance with approved operating procedures.
- Alert staff of NOTAM (No-fly areas) procedures as directed by the Air Coordinator and or FCO.
- Maintain a daily and weekly list of aircraft availability.
- May assist with reconciliation of aircraft flight time with ministry flight logs and report any discrepancies.

ADMINISTRATION(10%)

In support of administration the incumbent performs the following functions:

- Handle all telephone message, inquiries and requests received at the fire control room.
- Make accommodation and travel arrangements for out of town fire suppression staff.
- Initiate and maintain fire files.
- Carry out administrative functions (data entry) as required.
- Maintain a sign out process for all fire operations and support staff.
- Produce reports as required.

FINANCIAL RESPONSIBILITY

DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff		
Supervises staff through subordinate supervisors		

PROJECT /TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input type="checkbox"/>		Provides formal training to other staff <input type="checkbox"/>	
Lead project teams <input type="checkbox"/>		Assigns, monitors and examines the work of staff <input type="checkbox"/>	

SPECIAL REQUIREMENTS

Attention to detail is required to review detailed reports eg RTS
 Nature of work requires professionalism and discretion to ensure confidentiality

TOOLS / EQUIPMENT

Use standard radio consoles, office tools and equipment such as computers, photocopiers, calculators, fax machines, telephones and possibly field radios. Must be able to operate security system for building access.

WORKING CONDITIONS

The work is characterized by multiple demands, interruptions, time critical requests, changes of pace throughout the day. Must be able to work accurately and efficiently often under stressful and prolonged circumstances.

Must be willing to work extended hours, weekends during the period from April to October, including working beyond regularly scheduled hours. At times, the position is required to work extended hours away from home, in sometimes isolated, noisy, hot conditions, as well as travel around the province, often in small aircraft, and live in a camp style environment with many others, sleeping in shared tent accommodations.

The incumbent must be available with limited notice according to the standby schedule during fire season or during other emergency response initiative. At times, the position is required to work in camp/field conditions with minimal amenities (i.e. no buildings electricity, furniture, or equipment), or in makeshift offices such as schools or hotels.

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WORK EXAMPLES

PREPARED BY

NAME:	DATE:	
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EXCLUDED MANAGER AUTHORIZATION

I confirm that: <ul style="list-style-type: none">1. the accountabilities / deliverables were assigned to this position effective: (Date).2. the information in this position description reflects the actual work performed.3. a copy has / will be provided to the incumbent(s).		
NAME:	SIGNATURE:	DATE:

SELECTION CRITERIA

Education and Experience

- Secondary School graduation or equivalent combination of education and experience
- Prefer S100 Basic Fire Suppression
- I100 Basic Incident Command System (self teach)
- Prefer Restricted Radio Operators Training
- Prefer S-360 Fireline Finance

Experience

- Two (2) years related work experience
- Previous experience in the use of VHF AM/FM radios
- Experience in keyboarding, data base, spreadsheet, word processing, the internet and other standard computer applications
- Prefer previous experience working in an emergency response agency
- Prefer fire operations background and experience

Certification

- Valid Class 5 Drivers License

Knowledge

- Working knowledge of Windows based applications
- Working knowledge of routine office practices and procedures
- Knowledge in records management, prefer government ARCS/ORCS filing system
- Basic knowledge of fire operations
- Basic knowledge of emergency response
- Prefer working knowledge of contract administration and financial accounting
- Prefer working knowledge of Protection Information Systems
- Prefer knowledge of the geography of the province and the fire centre area

Skills

- Minimum 40 words per minute keyboarding speed, prefer 50 words per minute
- Ability to speak clearly, understand, transmit, receive and record information accurately on a radio or telephone
- Use computer applications to enter and retrieve data, access information, perform accounting functions and produce and edit a variety of effective correspondence and reports
- Compute accurately a variety of mathematical calculations such as addition, subtraction, multiplication, division and percentages using a calculator
- Ability to work accurately and to produce high volumes
- Ability to assess problems and situations, reference applicable policies and guidelines, identify options and develop appropriate courses of action
- Ability to multi task, prioritize, organize and complete workloads while remaining flexible to changing conditions
- Demonstrated ability to work independently,
- Demonstrated ability to build and maintain effective working relationships with a variety of individuals
- Demonstrated ability to deal with individuals who are potentially agitated or demanding in order to resolve problems, clarify issues and provide the service needed
- Demonstrated ability to organize and prioritize own and subordinates workload to meet deadlines and adapt to changes.
- Demonstrated ability to provide and obtain clear and concise information to/from clients, agencies and employees both orally and in writing.

COMPETENCIES

Service Orientation implies a desire to identify and serve customers/clients who may include the public, colleagues, partners (e.g. educational institutes, non-government organizations, etc.), co-workers, peers, branches, ministries/agencies and other government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

Results Orientation is a concern for surpassing a standard of excellence. The standard may be one's own past

performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.

Teamwork and Cooperation is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.

Self Confidence is a belief in one's own capability to accomplish a task and select an effective approach to a task or problem. This includes confidence in one's ability as expressed in increasingly challenging circumstances and confident in one's decision or opinions.

Listening, Understanding, and Responding is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to spoken and unspoken or partly expressed thoughts, feelings and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity.