

**TITLE:** DISPATCHER

**CLASSIFICATION:** CLERK 9

**MINISTRY:** FORESTS, LANDS AND NATURAL RESOURCE OPERATIONS

**WORK UNIT:** BC WILDFIRE SERVICE

**SUPERVISOR TITLE:** DISPATCH ROOM DISPATCH LEAD (VARIOUS)

**SUPERVISOR POSITION #:** VARIOUS

## **JOB OVERVIEW**

The BC Wildfire Service (BCWS) is a unique program of government, tasked with the responsibility of preventing and managing wildfire on the landscape. With a workforce of approximately 1600, the program's staff are dedicated to undertaking the BCWS mandate in delivering effective wildfire management and emergency response support to protect values, while encouraging sustainable, healthy and resilient ecosystems.

This position is responsible for providing a communication link between the general public, field operations and Regional Wildfire Coordination Centres.

## **ACCOUNTABILITIES**

Required:

- Processes, monitors and updates incoming fire calls and reports.
- Reporting timely and accurate information to the Regional Wildfire Coordination Officer or designate.
- Based on direction from the Regional Wildfire Coordination Officer or designate, assists in deploying resources.
- Receives, transmits and monitors all radio communications related to field operations resources in accordance with applicable procedures.
- Monitors and records aircraft movement in accordance with approved operating procedures.
- Initiate emergency response procedures to downed aircraft, overdue staff or other emergency situations as required.
- Receives and tracks open burning registration numbers.
- Maintains check-ins with staff in accordance with safety and administrative procedures, immediately reporting any irregularities as they occur.
- Performs a variety of administrative tasks, including data entry, maintaining files and producing reports as required.
- Function in the Incident Command System as assigned.

## JOB REQUIREMENTS

- Grade 12 or equivalent
- Preference may be given to candidates who can demonstrate a typing speed of 50 words per minute or greater.
- Valid driver licence.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).**

## WILLINGNESS STATEMENTS

- To be flexible regarding ongoing changes in responsibilities, assignments and corporate structures.
- To keep current on emerging issues.
- To take in-house training and certification as required.
- To fly in aircraft (fixed wing and rotary) as required.
- To work extended hours, including weekends, and be on standby with limited notice in accordance with the preparedness plan.
- To travel and overnight in remote locations where accommodations may vary as required.
- To participate in ICS positions as assigned.
- To work under adverse or stressful conditions, including smoke, extreme heat and mountainous terrain in remote and isolated conditions.

## BEHAVIOURAL COMPETENCIES

- **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 both 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.
- **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.
- **Self-Control** is the ability to keep one's emotions under control and restrain negative actions when provoked, faced with opposition or hostility from others, or when working under stress. It also includes the ability to maintain stamina under continuing stress.
- **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.
- **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.