

**TITLE:** DISPATCHER

**CLASSIFICATION:** CLERK 12

**MINISTRY:** FORESTS

**WORK UNIT:** BC WILDFIRE SERVICE

**SUPERVISOR TITLE:** DISPATCH LEAD

**SUPERVISOR POSITION #:** 00131238

### **JOB OVERVIEW**

The BC Wildfire Service (BCWS) is the Province of BC's primary emergency response organization that operates year-round to deliver its mandate for wildfire management. BCWS also delivers expertise and services in response to other natural hazard emergencies. The BCWS is underpinned by the Four Pillars of Emergency Management – Prevention & Mitigation, Preparedness, Response and Recovery. BCWS partners with ministries, agencies, local, provincial, national, and international governments, First Nations, and Indigenous organizations to advance effective management of wildfire and other natural hazard emergencies. The BCWS operates provincially, delivering services through six Fire Centres, thirty-three Zones and two provincial centres in Kamloops and Victoria. The organization will employ over 600 permanent and 2000 seasonal employees by 2024/25.

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.

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## JOB REQUIREMENTS

- Grade 12 or equivalent
- Preference may be given to candidates:
  - who can demonstrate an accurate typing speed of 50 words per minute or greater
  - experience working in a demanding environment with strict timelines
  - experience working in an office and team setting
  - experience in records management or filing
  - experience in emergency response
  - experience working with computers and digital systems
  - experience working with Microsoft Office suite

## PROVISOS/WILLINGNESS STATEMENTS

- Valid driver licence
- 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
- 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).**

## 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.

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- **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.

#### **INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES**

- **Cultural agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with Indigenous cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.