

# Seasonal Employment

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## British Columbia Forest Service, Protection Branch Operations Centre Dispatcher



Thank you for your interest regarding seasonal employment with the British Columbia Forest Service.

An information package has been assembled for your convenience, which includes:

- Position Description
- Rate of Pay
- Application Form Link
- List of Forest Service Protection Area addresses and contacts
- Map of Forest Service Protection Areas

### Operations Centre Dispatcher

#### MINIMUM RECRUITMENT STANDARDS

- Grade 12 High School Diploma or High School Equivalency Diploma (G.E.D.)
- Minimum typing speed of 40 words per minute, prefer 50. Authoritative proof of minimum typing speed must be attached to resume.
- Experience in Microsoft Office, specifically Word, Outlook and Excel
- Highly organized individual with excellent keyboarding, computer and communication skills
- Strong team player
- Exceptional Multi-tasking skills
- Valid Class 5 Drivers License

#### RESPONSIBILITIES

##### Kinds and Level of Work

The Operations Centre Dispatcher is employed at the Fire Centre and generally fills a highly technical role. They provide the communication link between the fire control centre and the field operations in support of fire control functions to the Fire Control Officer and fire centre staff.

The Dispatcher is responsible for all radio transmissions, receiving and responding to initial fire reports, monitoring and implementing all safety procedures for personnel, aircraft and equipment. Furthermore, dispatchers operate a variety of communication equipment, including computers, printers, facsimiles and telephones.

The work includes transmitting, receiving, relaying and documenting communications and fire management decisions between various groups and entities within the Fire Centre boundaries.

##### Education and Experience

- Secondary School graduation or equivalent combination of education and experience

- Experience in keyboarding, data base, spreadsheet, word processing, the internet and other standard computer applications

### Typical Duties

- Relay all initial fire report information based on guidelines established by the Fire Control Officer
- Coordinate short-term tactical operations in low fire hazards conditions, as directed by the Fire Control Officer
- Monitor and maintain a log of all aircraft movement and personnel manifests within the sphere of control
- Prepare daily fire intelligence reports and forward appropriately
- Maintain awareness of changing conditions affecting fire preparedness and suppression activities
- Ensure initial attack resources are properly briefed on current fire hazard conditions and behaviour
- Process aircraft requests for all agencies within the department
- Monitor all aircraft and fire activities to ensure related safety regulations, policy and procedural guidelines are followed maintain aircraft position log, manifests, daily flight log, and daily flight reports
- Assist organizing aerial patrols using both fixed and rotary wing aircraft
- Ensure appropriate procedures and regulations adhered to
- Maintain the aircraft booking rosters
- Monitor and disseminate information from the lightning detection system
- Maintain associated data in the Fire Chart and Dispatch Programs
- Update routine visual display records as activities change
- Operate and maintain office equipment including various radio communication systems, facsimile, telephone, photocopier and Microsoft and specialized software
- Maintain Fire Centre fire operations telephone, email and fax traffic
- Must be available for possible deployment anywhere in British Columbia and/or Canada.

### Knowledge, Skills and Abilities

- Knowledge of accepted principles and practice in the efficient operation of radio and telephon equipment, and the use of computer equipmer
- Working knowledge of routine office practices and procedures
- Working knowledge of Windows based applications
- Basic knowledge of emergency response
- Ability to verbally communicate in a clear and concise manner
- Prefer knowledge of the geography of the province and the fire centre area



### 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.

### **Independence of Action/Decision Making**

Employees of this class are responsible for monitoring field communications traffic and making necessary decisions based on established policies and procedures, without benefit of supervision. Decisions are made as to the nature and urgency of calls, or to provide information or assistance. In the absence of policy and procedures, the employee is required to make immediate, rational and accurate decisions based on the information available.

### **Rate of Pay**

The position is employed with a range of pay of \$19.99 to \$22.62. In addition, compensation of \$0.60 per working hour up to a maximum of \$42.00 per bi-weekly pay period in lieu of sick time and benefits. Furthermore, vacation pay at the rate of 6% of your regular earnings on a bi-weekly basis.

## Deadlines

The deadline for application varies with each year and each Fire Centre area. Applicants should contact the Fire Centre area(s) they are interested in for confirmation. More information is located on the Application form.

## Application Form

Click here to link to an [application form](#). When applying, please include a complete resume with a covering letter. **It is the applicant's responsibility to provide authoritative proof of the minimum typing speed.** In your application package please specify in order of preference which Fire Centre you would prefer to work at.

## List of Forest Service Protection Area Addresses and Contacts.

AREA	MAILING ADDRESS	PHONE	FAX	E-MAIL
Coastal	665 Allsbrook Road Parksville, BC V9P 2T3	250-951- 4222	250-954- 0823	<a href="mailto:debbie.hawkes@gov.bc.ca">debbie.hawkes@gov.bc.ca</a>
Northwest	Bag 5000 Smithers, BC V0J 2N0	250-847- 6600	250-847- 7470	<a href="mailto:alyson.guenter@gov.bc.ca">alyson.guenter@gov.bc.ca</a>
Prince George	1011 – 4h Avenue, 5 <sup>th</sup> Floor Prince George, BC V2L 3H9	250-565- 6124	250-565- 6672	<a href="mailto:michelle.dubois@gov.bc.ca">michelle.dubois@gov.bc.ca</a>
South East	208 Hughes Road Castlegar, BC V1N 4M5	250-365- 4040	250-365- 9925	<a href="mailto:cindy.munns@gov.bc.ca">cindy.munns@gov.bc.ca</a>
Kamloops	4000 Airport Road Kamloops, BC V2B 7X2	250-554- 5500	250-376- 6549	<a href="mailto:elaine.biffert@gov.bc.ca">elaine.biffert@gov.bc.ca</a>
Cariboo	3020 Airport Road Williams Lake, BC V2G 5M1	250-989- 2600	250-989- 1294	<a href="mailto:jodi.mcinnally@gov.bc.ca">jodi.mcinnally@gov.bc.ca</a>

## Map of Fire Centre Boundaries

Click here to link to [Map](#).