

## **INTRODUCTION**

This position serves as a Senior Fire Logistics Dispatcher located in a dispatch center. This may be a single agency dispatch office that has a high program complexity or interagency dispatch center. The area involved may encompass federal, state, tribal, and private lands within the dispatch center's area of influence. The center is responsible primarily for wildland fire preparedness, suppression support activities, but may respond to all-risk incidents as needed or directed.

The primary purpose of this position is to provide a wide range of fire dispatch, logistical and administrative support functions.

This is a drug testing designated position.

## **DUTIES**

Performs and directs others in completing and processing resource order requests for personnel, equipment, supplies, and/or aircraft for all types of incidents. Provides assistance on problems encountered by lower level dispatch personnel.

Coordinates with other dispatch organizations on mobilization, reassignment, and demobilization of resources.

Determines the status of available resources and ensures this information is made available in a timely manner.

Responds to resource requests from other dispatch offices.

Performs intelligence duties (e.g., resource availability status, management briefings, incident statistics, historical fire and weather analysis, indices charts, mobilization response data, and situation reporting).

Reviews internal operating procedures and systems, makes recommendations for improvement, and updates/develops operating plans and mobilization guides.

Operates and/or directs the operation of various dispatch telecommunications systems.

Monitors and assures completion of daily, weekly, monthly, and year-end required records, reports, and summaries.

Consolidates and inputs fire weather data into weather application software and reviews for completeness. Transmits resultant probabilities and forecasts to field personnel and fire management staff.

Inputs data into a number of fire-related computer applications (e.g., incident qualification records, fire reporting systems, and automated dispatch systems).

Provides technical guidance, orientation, and training to other dispatchers.

## **FACTORS**

### **FACTOR 1. KNOWLEDGE REQUIRED BY THE POSITION**

Knowledge of wildland fire dispatch procedures and guidelines used in dispatch of personnel, aircraft, equipment, and supplies for wildland fire management activities and other incidents to update guidelines, propose changes to guidelines, issue internal instructions to other dispatchers, and resolve dispatch problems.

Basic knowledge of fire operations and safety precautions sufficient to (1) perform dispatch coordination functions with varying internal procedures, (2) develop information for special reports and briefings, (3) develop alternative strategies when competing units are requesting resources in short supply, (4) update and revise logistics guidelines and procedures for the area serviced, and (5) locate additional sources for resources.

Knowledge of wildland fire management computer programs and data output to (1) train other personnel in their use, (2) solve data entry/retrieval problems, and (3) develop operating guidelines and procedures.

Knowledge of the capabilities and limitations for a variety of suppression resources in order to determine the appropriate resource for a specific mission.

Knowledge of aircraft flight planning, including but not limited to scheduling flights, pilots and aircraft; duty limitations, ordering procedures, procurement and cost comparison analysis.

Knowledge of the use of maps and their interpretation to gather background data for reports and briefings, and to train others in the use of maps for logistics work.

Ability to communicate orally and in writing in a clear and concise manner.

Ability to remain calm under urgent and frequently changing conditions.

Ability to organize and prioritize work.

### **FACTOR 2. SUPERVISORY CONTROLS**

The supervisor assigns work, provides general instructions, and sets overall goals and standards of performance. Supervisor is available for consultation and advice on new or unusual aspects.

The employee independently plans and carries out the work handling problems in accordance with instructions, policies, previous training, or accepted practices. Makes recommendations on operating procedures.

Day to day work is reviewed through analysis of post activity, e.g., what has been achieved, appropriateness, and conformity to policies and procedures.

### **FACTOR 3. GUIDELINES**

Guidelines are found within agency and interagency manuals, handbooks, directives, operating plans and policy statements of the agency(s) represented at the center.

The incumbent is expected to use sound judgment, creativity, innovation, and ingenuity in applying guidelines, and is permitted broad latitude for independent and innovative action due to the wide range of variables under which the work is accomplished. Each incident is different, and the requirements for safe, timely, cost effective and legal operations given the number and variety of situations encountered in carrying out assignments, requires the incumbent to adapt or extend guidelines or choose from among alternative procedures.

### **FACTOR 4. COMPLEXITY**

The incumbent is responsible for the coordinated dispatching and mobilization of multiple agency resources with many different schedules, staffing, availability and objectives. The employee must coordinate with other Federal, State, Tribal, and local agencies. The employee analyzes specific situations encountered and selects the most appropriate course of action in relation to the cooperator involved.

The incumbent must make decisions and apply logic in selecting appropriate techniques to accomplish the requirement of the position. The incumbent must be able to assess situations quickly, often under stress, and determine the appropriate resource and qualification requirements.

The incumbent's job is complicated by the necessity to coordinate efforts by multiple jurisdictions and by the geographical expanse of the operation.

The incumbent is knowledgeable of jurisdictional boundaries and features, types and capabilities of overlapping jurisdictions and has knowledge of resources and procedures of cooperating agencies.

Threats to life, property, and natural resources are commonplace. The incumbent's decision-making is complicated by the number, size and locations of incidents requiring support, time constraints, priority, risks, availability of resources, and the expenditure of public funds.

### **FACTOR 5. SCOPE AND EFFECT**

The work contributes to the performance of the wildland fire management program. Duties and support functions have a significant impact on fire management operations and the efficiency of the program.

**FACTOR 6. PERSONAL CONTACTS**

Personal contacts are made with all levels of cooperating land management and emergency support agencies. Primary contacts are with fire suppression personnel, resource specialists and other unit coordinators. Other personal contacts are with national and local news media, contractors, political officials, law enforcement personnel, and the general public.

Personal contacts are maintained with all levels of staffing in cooperating agencies, professional and technical organizations, private landowners, vendors, officials and providers of various types of equipment and services.

**FACTOR 7. PURPOSE OF CONTACTS**

The purpose of the contacts is primarily to exchange information, coordinate work efforts, reach agreement on current or proposed guidelines and regulations and to resolve questions of a complex nature. Contacts are also made to obtain interagency agreement to reduce or eliminate duplication of effort, to give or gain cooperation and to resolve conflicts. Contacts with national and local news media, contractors, political officials, law enforcement personnel and the public are primarily to exchange information.

**FACTOR 8. PHYSICAL DEMANDS**

The work involves long hours of sitting, intense concentration, and working at peak proficiency/intensity levels with irregular breaks and mealtimes. The duties of this position create a highly stressful environment during peak activity, requiring the ability to keep calm in emergency situations. Must be able to cope with the pressure of meeting timeframes and changing priorities. Mental concentration and accuracy are required.

**FACTOR 9. WORK ENVIRONMENT**

Work is performed primarily in an office setting. During peak activity, increased radio traffic, numerous ringing phones, and conversations result in high noise levels, which require a high level of concentration to perform duties. This creates a high stress work environment.