



## **WILDLAND FIRE DISPATCHER ENTRY WILDLAND FIRE DISPATCHER**

**8263  
8264**

### **SERIES CONCEPT**

Wildland Fire Dispatchers implement procedures for the documentation of the functions of the dispatch operations. Advise supervisor of resource status, resource availability and future ignition potential and coverage. Receive and document Reports of Fire and Fire Restriction Violations. Determine appropriate response based upon established pre-planned procedures. Dispatch and tracks appropriate resources to the incident utilizing department radio network which may involve multiple radio frequencies and radio repeater systems. May direct fire communications to a separate frequency to relieve the radio traffic load. Track resources throughout mobilization and demobilization using a tracking card system, Incident Resource Status System (IRIS) and Resource Ordering Status System (ROSS) or local established process. Assist in the initial development of the extended attack Incident Action Plan (IAP) which is used by the field personnel to obtain fire and safety intelligence. Read maps to determine legal locations, latitude and longitude and addresses to plot incidents. Track all stages of a fire until they are advised that the fire is out. Plots smoke reports from lookout towers using Azimuths and Triangulations. Plot smoke reports from aircraft using Bearing and Distance from VHF Omni-Direction Range (VOR). Provide aircraft tracking per established agency protocol using a radio or Automatic Flight Following device. Use and teach agency proprietary computer program.

Based upon critical needs, prioritizes resource requests and fills requests based upon cost efficiency and timeliness. Receive resource requests via radio, phone, fax, written, verbal or computer (Overhead, Crews, Engines/Tenders, Dozers, Rotary Wing/Fixed Wing Aircraft and Supplies). Make decisions for the most cost effective resource. Use ROSS to order, obtain and fill local, regional and national resource requests for state and federal agency incidents. Responsible for the maintenance of the ROSS database for both state and federal agencies. Assess availability daily of resources using ROSS Status Reporting feature, Phones, Fax, email, internet, and make operation recommendations to fire managers. Responsible for complete and accurate records of all dispatch actions, resource orders and fire reports. Make recommendations for office equipment and technical hardware in support of the dispatch operations. Initiate cost reports and investigation reports to be incorporated with the final fire report package. Responsible for relaying protected resource lands, environmental concerns and restrictions to affected field personnel. Update and edits documents such as resources lists, phone lists, mobilization plans, internal dispatch guides and lists. Answers multi-line telephones and direct incoming calls.

Receive and relay complaints from the public, landowners and media regarding current Regulated Use restrictions and closures. Assist in developing procedures to track the notice of violations into a database. Communicate and support public events through fair booths and teaching fire prevention at school events. Assist in completion of season reports on statistical data in established computer programs. Assist in completion of the annual Fire Prevention Plan for management's decision making. Provide fire prevention statistical data in support of the other programs, landowners, media and the public. Recommend ordering prevention supplies and prevention signs for the unit or district. Write and issue Burning Permits to the public.

Assist in the development of plans and procedures for dispatch operations including; mobilization plans, Resource Listings and Directories, Aviation plan, Crash/Search and Rescue Guides, IMT Rosters, Duty Officer Roster, and Frequency Plan. Implement the agencies policies, procedures, guidelines and emergency response plans to the seasonal staff, support staff and emergency hires. Receive and data enter into the IQS database for administrative decision and reporting. Assist in the development process to maintain on-going and shifting resource status, utilizing visual and/or electronic charts. Provide administrative support for the contract crew agreement including records inspection, location verifications, monitor response times and manifest accuracy. Distribute daily intelligence to local field level, department wide agency personnel, executive staff, cooperators and landowners.

Assist in the administration and the implementation of the Smoke Management Program. Receive and review burn plans/permits, registration data for data entry.

### **DISTINGUISHING FEATURES**

Wildland Fire Dispatcher Entry – Position at this level assist with the completion of the tasks outlined within the series concept. The work at this level is planned and facilitates the training needs of an entry level dispatcher.

Wildland Fire Dispatcher - Positions at this level are responsible for the tasks outlined in the series concept with including focus on final reports and implementing changes in procedures.

### **MINIMUM QUALIFICATIONS & SKILLS**

Wildland Fire Dispatcher Entry

#### **SKILLS**

- Processes for providing customer and personal services.

- Understand the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Understand administrative and clerical procedures and systems such as word processing, managing files and records.
- Observing, receiving, and otherwise obtaining information from all relevant sources.
- Enter, transcribe, record, store, or maintain information in written or electronic form.
- Using computers and computer systems (including hardware and software) to set up functions, enter data, or process information.

Wildland Fire Dispatcher - Two (2) years of public contact experience, which included gathering, relaying and providing information to others and evaluating activities or incidents and determining an appropriate course of action. One (1) year of this experience must have included using radio equipment, telephone and/or computer in emergency type environment.

#### **SKILLS**

- Transmit, broadcast, control, and operate telecommunications systems.
- Understand equipment, policies, procedures, and strategies to promote effective local and state security operations for the protection of people, property, and institutions.
- Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Understand the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Understand administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Understand media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
- Observing, receiving, and otherwise obtaining information from all relevant sources.
- Enter, transcribe, record, store, or maintain information in written or electronic form.
- Using computers and computer systems (including hardware and software) to set up functions, enter data, or process information.
- Provide information to supervisors, co-workers, and subordinates by telephone, radio, in written form, e-mail, or in person.
- Identify information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Compile, code, categorize, calculate, tabulate, audit, or verify information or data.
- Keep up-to-date technically and applying new knowledge to your job.

— Communicate with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

**DISTINGUISHING FEATURE FROM SIMILAR SERIES**

N/A

Adopted          Pending  
Revised

STATE OF OREGON  
Dept. of Administrative Services  
Human Resource Services Division