

August 2019

Position Description – Northern Region  
Assistant Dispatch Center Manager  
THSP – Exception Position 4 – Level AD-I

Introduction:

This position will serve as an assistant center manager in a complex interagency dispatch center. The center dispatches wildland fire, law enforcement and other all-risk incidents.

The area involved may encompass some combination of federal, state, tribal, and private lands within the dispatch center's area of influence and may support more than one unit.

Supervises employees performing dispatch working in initial attack, aircraft and expanded dispatch. Serves as the focal point for all dispatch activities during the absence of the center manager. Provides administrative and technical supervision necessary for accomplishing the work of the dispatch center.

Duties:

Coordinates emergency communications and assists with the overall execution of activities of a dispatch center. Coordinates with federal, state, and local agencies through the national dispatch system to ensure rapid, focused, and cost-effective responses to wildland fires, law enforcement as needed, and wildland urban interface/intermix situations. Applies administrative and technical methods, practices, and procedures of fire suppression dispatching, as well as agency policies and programs, to execute complete conventional projects or oversee day-to-day operations. Plans work objectives for the Dispatch Center and adjusts to meet changing priorities.

Coordinates information on the capacities of state and local fire departments. Fosters close working relationships with law enforcement personnel and investigators as needed to ensure that Dispatch Center personnel are provided accurate and prompt information and responses to all incidents. Incorporates planned response information into Forest and/or Interagency Dispatch Center plans, developed jointly with local, state, and federal fire agencies and may include law enforcement.

Assists aviation planning efforts. Coordinates availability of helicopters and aircraft with federal, state, local, and other cooperating agencies. Oversees search and rescue procedures for overdue or missing aircraft.

Ensures effectiveness and efficiency of costs, operations, productivity, systems, and communications. Participates in the identification of operational and/or allocation/ resources issues or problems and implementation of resolutions for improvement.

Performs the administrative and human resource management functions relative to the staff supervised. Establishes guidelines and performance expectations for staff members, which are clearly communicated. Demonstrates and conducts work performance critiques. Provides informal feedback and evaluates performance of employees while on incident assignments.

Position Knowledge and/or Requirements:

Knowledge of cooperating agencies policies, procedures, facilities and equipment to ensure a timely, coordinated, cost effective response to wildland fire(s), law enforcement and other wildland urban interface/intermix situations.

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Knowledge of principles, practices and concepts necessary for working with a range of federal, state and local agencies on a wide variety of emergency plans and agreements and to maintain an effective working relationship with all cooperators.

Knowledge of documentation, notification and billing requirements for use of all aircraft.

Knowledge of law enforcement dispatch procedures that provide service and safety of both the public and law enforcement officers.

Knowledge of Forest Service, principles, practices and concepts as they relate to the management of wildland fire(s), and other wildland urban interface/intermix situations, and law enforcement incidents.

Ability to effectively communicate dispatch terminology that will result in clear, easily understood communication with all units and agencies doing business with the Communication Center.

Complexity:

The incumbent initiates the dispatch of personnel, equipment and aircraft to reported wildland fire(s), law enforcement and other wildland urban interface/intermix situations occurring within a multijurisdictional environment with overlapping boundaries and responsibilities. The responsibilities are made more complex by the spontaneous nature of the emergency incidents that require the need to reschedule individual shifts and expand with additional personnel in a timely manner to meet the needs of the emergency situation(s).

Extensive and complex interrelationships exist with the Federal, state, and local fire and law enforcement agencies, each have complex and differing management and coordination needs in a multijurisdictional wildland urban interface/intermix setting.

Response to emergency incidents generally requires coordination with several cooperators, frequently with overlapping jurisdictions and sensitive local issues. Determination of jurisdiction, amount and nature of resources requiring dispatch, and follow-up action, are frequently complicated

*/s/ Tracey Nimlos*

Incident Business Coordinator  
Region One - USFS