

**August 2019**

Position Description – Intermountain Region  
Dispatch Center Manager  
THSP – Exception Position 5 – Level AD-K

**Introduction**

This position will serve as a Dispatch Center Manager in a complex interagency dispatch center. The center is responsible primarily for wildland fire preparedness and suppression support activities, but may support all-risk incidents as needed or directed.

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. At least one of the units has a high program complexity.

**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 makes adjustments to meet 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. Supervises and observes employees performing dispatch work at various grade levels. Provides administrative and technical supervision necessary for accomplishing the work of the dispatch center including the establishment of 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.

Compiles and disseminates incident and resource statistical information to participating agencies, cooperators, the public, and the media on an as needed and annual basis. Provides guidance and determines conformance with established policies, programs and procedures with special emphasis on support and dispatch coordination (e.g., fire plans, preparedness and readiness of fire equipment and personnel, aviation operations, etc.). Inspects for compliance with established policies, standards, programs objectives, and user responsiveness.

### **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.

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 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.

Knowledge of supervisory, managerial, and personnel practices and procedures in order to carry out responsibilities, plan/integrate work schedules to meet dispatch center needs, and promote a well-trained and qualified workforce.

Ability to understand the potential threat of fire to natural resources, private property and resource values and to assimilate data to optimize protection of life, resources and property. Ability to tailor or devise dispatch support and incident management to wildland fires.

### **Complexity**

The incumbent initiates the dispatch of personnel, equipment and aircraft to reported wildland fire(s), 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.

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