

Update

Ministry

Forestry and Parks

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Wildfire Dispatch Supervisor

Current Class

Administration 1

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Forestry Division, Wildfire Management Branch

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Wildfire Operations Officer

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

- All hiring responsibilities for the Wildfire Dispatcher position, including defining current position requirements, screening applicants, conducting interviews, defining interview and pre-screening questions, and selecting successful candidates.
- The Wildfire Dispatch Supervisor (WFDS) chairs the Wildfire Dispatch Orientation course and Wildfire Dispatcher refresher workshop. Develops all course material including power-points, binders, exams, activities, simulations and assignments. WFDS support staff during the course with clarification, questions with course/workshop material and providing on the job references.
- Involved in large scale department system modernization project. Wildfire Dispatcher Supervisors act as subject matter experts throughout the process, starting with information gathering, attending weekly meetings, providing feedback and suggestions for technology and business changes/updates. Wildfire Dispatch Supervisors are then involved in all UAT (User Acceptance Testing). This involves thorough evaluation and testing of the technology, Wildfire Dispatch Supervisors provide in depth feedback and results to ensure the new technology meets department standards. Once the final product is in the production phase Wildfire Dispatch Supervisors create Business Rules and Standard Operating Procedures, which go through an official approval process.

- Use of technology has changed drastically since last review. Now responsible for ensuring workarounds and trouble shooting when technology goes down (back ups for flight following, e-logging, air tanker requests, phone communication, work with support staff in restoring network and computer issues) as the radio room must still be operable any time there is aircraft flying or personnel in the field. In the last review it was stated computers were used for 40% of the workload, we now are on computers for ~90% of the workload.
- The Wildfire Dispatch Supervisor is largely involved in the development and implementation of standard operating procedures, business rules, forms and training. Documents are reviewed on an ongoing basis, the Wildfire Dispatch Supervisor provides feedback and suggestions for updates and changes. Once Business rules and Standard Operating Procedures are approved, the WFDS ensures information is passed to appropriate parties, training created and implemented if needed, and all changes are implemented and adhered to.
- Signing authority for flight reports.
- The Wildfire Dispatch Supervisor is involved as a member of the Wildfire Dispatch Supervisor Working group which meets monthly (Terms of Reference attached). The Wildfire Dispatcher Supervisor has membership on the following working groups: Aviation Working Group, Logistics Working Group, Detection Working Group, Diversity and Inclusivity Working Group, Duty Officer Working Group. The Wildfire Dispatch Supervisor is also involved in a number of task groups (see attachment).
- As needs in the duty room change the Wildfire Dispatch Supervisor is involved in programming, testing, set up and training of new technology. (Phones, ES Chat, Radio Consoles etc.)

Responsibilities Removed:

None

Job Purpose and Organizational Context

Why the job exists:

This job is accountable for providing safe and effective emergency call taking and dispatching for wildfire through established guidelines, evaluating and processing emergency and non-emergency calls, responsible for assisting in making key decisions and contributing to the wildfire dispatch process and strategies. To be effective, work requires the supervision and development of a team engaged in supporting the delivery of wildfire operations. This includes planning and development of processes and systems as well as the facilitation of working relationships with others internally as well as externally.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

The Wildfire Dispatch Supervisor acts as lead Dispatcher for the Forest Area.

Activities:

- Provide information to assist Duty Officer in making decisions on resources to dispatch to detections and fires. Disseminate information collected during the detection process to support decision making regarding initial attack strategies and tactics.
 - Receive and respond to 310-Fire calls or smoke detections transmitted on the radio.
 - Receive and respond to emergency calls both wildfire and non-wildfire related. Coordinate with Duty Officer and Dispatchers to ensure processes in the radio room are followed and adhered to in the case of an aircraft incident or accident, medevac, lookout emergency, or search and rescue.
 - Monitor all aircraft (wildfire/other ministry) and fire activities to ensure related regulations, policy and procedural guidelines are followed. Maintain an aircraft position log, manifests, daily flight log and daily flight reports. Audit manifests and aircraft position log in real time.
 - Respond to changes in pace throughout the day and prioritize multiple demands (detection messages, wildfires, 310FIRE calls, fuel orders, aircraft hiring, radios, technology issues) interruptions and time specific requests. Multitasking, problem solving, organizing and managing workplace priorities required in changing conditions to meet fire load demand.
 - Provide frequent and consistent updates to Duty Officer and Wildfire Operations Officer regarding all operations.

- Utilize and trouble-shoot radio equipment, computer equipment and applications (Dispatch, FIRES, AWARE). Ensure that action requests/work requests are submitted.
- Utilize maps, using both GPS coordinates and the Alberta Third System of Survey, to determine locations of wildfires, detections, permits, aircraft, personnel, site locations (fuel caches, lookouts, helipads, daybases etc).
- Process aircraft requests for all agencies with the department.
- Maintain and audit ledgers for Wildfire Reports, safety briefings, flight reports and manifests. Ensure objectives are met and Standard Operating Procedures/Business Rules are adhered to.
- Working knowledge of aircraft contracts, aircraft hiring process, pilots handbook, fuel contracts, aircraft types required for hiring aircraft and procuring fuel to meet Duty Officer requests and requirements. Knowledge of above also required to resolve any questions/issues with aircraft companies, flight report invoices and Aircraft Accounts.
- Working knowledge of related Standard Operating Procedures, Business Rules, manual and forms related to the position and reviewed on a regular basis.
- Develop and maintain local area aircraft rotation.
- Work with Duty officer to resolve emergency situations, issues with aircraft companies, communication challenges between staff in field and radio room.
- Prioritizes radio calls coming into the radio room.
- Oversee day to day operations, working closely with Duty Officer, Logistics Coordinator, and WOO to ensure safe and effective operations.
- Act as Dispatcher when there are no seasonal dispatchers on or wildfire hazard warrants.
- Work on Type 1, Type 2, Type 3 overhead teams as Radio Operator 1.
- Working closely with Wildfire Prevention Officer, enter and audit Causal Data on all Wildfires, create incidents, add involved parties and incident responses. As required by Wildfire Prevention Officer, gather information for Cost Recovery files (Costing, Resource Associations, Causal Information, OTR, Fire Report), track project codes and burned areas for prescribed burning and hazard reduction burning, complete data entry into FIRES, and provide reports and statistics.
- Liaises with a variety of external sources for specialty support and/or services.
- Maintain inventory of equipment/forms. Order required computers, software, phones and forms to ensure the Duty Room is up to date with current information.
- Working with Wildfire Communication Tech, assist in coordinating telecommunications services, physical moves and support.

Hire and supervise up to 6 Wildfire Dispatchers (Administrative Support 3).

Activities:

- Manage, oversee, staff, train and schedule wildfire dispatchers to ensure adequate Duty Room coverage during wildfire season.
- Through the recruitment process define position requirements, screen applicants, conduct interviews, and select successful candidates. Ensure new staff have the required resources and training to perform their duties.
- Ensure safe operations in the Duty Room and field by implementing and utilizing Standard Operating Procedures and Business Rules set out by the organization.
- Facilitate in staff development by providing direction, assistance in goal setting, and guidelines on day-to-day operations.
- Coordinate the day-to-day operations of Wildfire Dispatchers by utilizing daily check lists, and ensuring staffing levels are adequate. Forecast any staff shortages and back-fill or submit resource request as required.
- Provide staff with effective leadership, direction, communication and mentorship.
- Address any employee relations or HR issues that may arise.
- Conduct progress reviews and end of season appraisals.
- Ensure timely and accurate data entry into FIRES and Dispatch, through regular auditing and live evaluations to ensure Standard Operating Procedures and Business Rule requirements are met.
- Daily audits, to ensure accurate and timely entry in the FIRES and Dispatch applications, of Resource

Associations, Aircraft Casual Charters, Fuel Cache stock entry, Detection Messages, Extra Smoke Messages, Wildfires (incl. Mutual Aid), Aircraft Resource Requests, fixed detection visibility, lookout observation levels, Wildfire Incidents, Air Tanker Requests and E-logs.

- Weekly/on going audits in FIREs and Dispatch applications of Green Up Stages, Fire Reports, Flight Reports, Unserviceable Aircraft Reports, Fixed Detection and Aviation Occurrences.
- Daily audits of aircraft manifests and safety briefings to ensure adherence to OHS and safety Standard Operating Procedures.
- Support, coordinate, and audit additional training available (required/discretionary) to a Wildfire Dispatcher. Include and not limited to: WHMIS, Wildfire Orientation, Aircraft Management, Crew Resource Management, Transportation of Dangerous Goods Air/Ground, Respect in the Workplace, Occupational Health and Safety courses, Noverant, Bear Spray, Diversity and Inclusion sessions, Sexual Harassment Prevention and Bystander training.

Train Wildfire Management staff including crew leaders, response officers, wildfire dispatchers, patrol persons, etc. in accurate form completion.

Activities:

- Ensure Standard Operating Procedures and Business Rules are followed by meeting predetermined deadlines and completing paperwork in full and with accuracy.
- Develop and implement local training for the following forms: FP41/FP51 Initial Fire Assessment/Full Fire Assessment, FP48 Wildfire Report, FP70 Wildfire Causal, Dispatch Information, AO-02 Flight Report, FP249 Passenger/Cargo Manifest, FP26 (Unserviceable Aircraft), FP1 (Aviation Occurrence).
- Present and conduct training at area bootcamps and Duty Officer Workshop.
- Provide training and support for out of Area resources and support Incident Management Teams working in the Forest Area.
- Provide feedback throughout the year to staff submitting paperwork.
- Audit form submissions.
- Hold annual Airtanker Request 101 demonstration for all Wildfire Dispatchers, Duty Officers, Wildfire Operations Officers, and any other staff involved in Airtanker operations.

Develop, deliver and facilitate the Wildfire Dispatcher Course and all training to Wildfire Dispatch staff.

Activities:

- Chair the Wildfire Dispatch Orientation course and the Wildfire Dispatcher Refresher Workshop.
- Instruct at the Wildfire Dispatch Orientation course and the Wildfire Dispatcher Refresher Workshop.
- Develop course material including power points, binders, exams, activities, simulations, and assignments for the Wildfire Dispatch Orientation course and the Wildfire Dispatcher Refresher Workshop.
- Update the course material on an annual basis to ensure it reflects current Standard Operating Procedures and Business Rules, as well as matches all other reference material used by Wildfire Dispatchers and Wildfire Dispatchers.
- Annually update Supplemental ATR information document and Aircraft Emergency Guide for Dispatchers.
- Provide constructive feedback to Wildfire Dispatchers.
- Proctor the Incident Command System I-100 self-study exam, as well as the Restricted Operator - Aeronautical (ROC-A) License. Submit ROC-A results to Industry Canada for certification.

Job Outcome 5

Development and implementation of Standard Operating procedures, Business Rules, forms, process, software/programs, training and modernization.

Activities:

- Collaborate with Wildfire Operations Committee, Wildfire Prevention Group, Aviation Geomatics,

Detection Unit, Provincial Wildfire Operations Coordinator, Logistics Coordinators, Wildfire Telecommunications Facility Warehouse Service Centre Group, AWCC Aircraft & Wildfire Logistics, Wildfire Review Specialist, Wildfire Aircraft Accounts, Business Support Manager, local aircraft companies to continually review, evaluate and propose enhancements and standards to be utilized provincially.

- Annually write and submit Standard Operating Procedure and Business Rule change requests for review and implementation.
- Compile and analyze statistics, feedback, and user experience to support changes and decisions.
- Host and coordinate annual Local Aircraft Company meetings in the spring to go over new policies and procedures, request feedback at the end of the year to ensure companies are heard and for continuous improvement.

Participate in system/software modernization development and testing.

Activities:

- Act as subject matter expert in cooperation with the Wildfire Apps lead/Emergency Services Business Analyst lead from Technology and Innovation, in the Modernization project.
- Support Wildfire Apps Lead and Emergency Services Business Analyst lead with information gathering, attending meetings, and providing feedback and suggestions for future development.
- Support Wildfire Apps Lead and Emergency Services Business Analyst lead in User Acceptance Testing with every new update or fix in Dispatch and FIRES.
- Attend meetings with outside contractors (Selkirk) to provide feedback on changes and development in the Dispatch Application.
- Contacts Wildfire Applications with program function issues/errors in real time, providing screen shots, video, details of how the program is functioning.
- Testing of Pilot Orientation Course.

Participation on Wildfire Dispatch Supervisor Working Group.

Activities:

- Lead or participate on task groups that are created from the Wildfire Management Branch.
- Attend monthly meetings following the Terms of Reference.
- Make recommendations based on evaluations.
- Address new business requirements as assigned by the Wildfire Operations Committee.
- Take initiative with new business and present recommendations to the Wildfire Operations Committee.

Problem Solving

Typical problems solved:

Wildfire Dispatch Supervisors are often faced with a number of tasks at once, all required to be completed within a short time frame. Wildfire Dispatch Supervisors must appropriately prioritize, multi-task, and delegate to ensure all daily requirements are met. Wildfire Dispatch Supervisors coordinate all wildfire information coming into the radio room and disseminate the information accordingly, using the information provided from the radio room the Duty Officer gives direction on which resources to dispatch.

Wildfire Dispatch Supervisors and dispatchers are required to actively problem solve throughout the day. Given the vast nature of the job many situations can be routine procedure or, require immediate assistance requiring both logistical and collective thinking. Knowing the area, processes, personnel, and actions required to carry out a successfully orchestrated dispatch, is all part of maintaining a high situational awareness to actively carry out day to day operations.

This position requires consulting and coordinating with a diverse internal and external community, in coordination with the Duty Officer to ensure safe wildfire operations.

The Wildfire Dispatch Supervisor determines training requirements for seasonal wildfire dispatchers through consultation with the Wildfire Dispatch Supervisor Working group, AWCC and the Wildfire

Operations Committee. Development of training requirements and training materials is completed completely by the Wildfire Dispatch Supervisors. All course preparation and delivery of the Wildfire Dispatch Orientation and Wildfire Dispatcher refresher course completed by the Wildfire Dispatch Supervisor.

The Wildfire Dispatch Supervisor develops recommendations for Standard Operating Procedures, Business Rules, wildfire forms and process. Once changes are approved by the manager group, the Wildfire Dispatch Supervisor submits updated forms and wording, and or creates documents related to processes. The Wildfire Dispatch Supervisor creates processes regarding dispatching resources, air tanker requests, e-logging and submits them for approval, once approval is given the Wildfire Dispatch Supervisor implements the new process and form in the Duty Room.

While the position reports directly to the Wildfire Operations Officer, the position also provides direct support to other Wildfire Management Team members, including Duty Officers, Wildfire Prevention Officer, Wildfire Information Officer, Edmonton Aircraft Logistics, and Logistics Coordinators.

Wildfire Dispatch Supervisors determine areas requiring training within duty rooms, conduct the training, do follow up on the training, and prioritize skills to be trained. Ensuring the duty room runs safely and effectively. Wildfire Dispatch Supervisors devise their own training plans and activities such as emergency response, mapping skills, mock fire scenarios, e-logging practice, etc. and pivot as required to ensure dispatchers skills are at the necessary level. In early fire season when many new Wildfire Dispatchers are starting at the same time and there is a shortage of experienced dispatchers or supervisors to train, Dispatch Supervisors will share experienced employees. This may include accepting a new dispatcher into their room with their experienced dispatcher(s) or sending an experienced dispatcher to another district to support the training process. From the end of a fire season to the beginning of another, Wildfire Dispatch Supervisors are often creative in ensuring Wildfire Dispatchers, Duty Officers, Pilots, other Forest Area staff are current on any new systems, business rules, Standard Operating Procedures and software upgrades that may have occurred. Dispatch Supervisors are often tasked with creating training tools or rolling out training for these groups to ensure the new fire season begins with this new information for all groups.

Bi-Annually the Wildfire Dispatch Supervisor and Forest Area are involved in a Wildfire Review which includes fire files and documentation. Wildfire Dispatch Supervisors are involved in this process are tasked with gathering all information for the review, and carrying out any changes or updates that may result from the information gathering and audit.

Wildfire Dispatch Supervisors are included in multiple provincial working groups as Subject Matter experts when new software, processes or documentation are concerned. When streamlining, change or modernization is required Wildfire Dispatch Supervisors are often called upon for input, creative problem solving or testing.

Wildfire Dispatch Supervisors must provide accurate and timely information to internal and external parties for decision-making on matters beyond their scope of authority. This includes all wildfire updates and critical information, resource and manpower locations and availability, aircraft availability for hiring.

Wildfire Dispatch Supervisors must be fully aware of operational, safety and program mandates. Ensures required materials, equipment, and services are made available to meet objectives.

Wildfire Dispatch Supervisors must maintain extensive communication with department staff.

Types of guidance available for problem solving:

-Provincial Standard Operating Procedures (Agriculture and Forestry Aircraft Management, Air Operations, Finance, Safety, Strategy and Planning, Training, Wildfire Management Policy, Wildfire Operations, Wildfire Prevention)

-Local Business Rules and Standard Operating Procedures

-Business Rules (Aviation, Aviation Fuel Management, Detection, Finance and Admin, Logistics, Incident

Management, Review and Improvement, Safety, Statistics and Data, Wildfire and Mutual Aid, Wildfire Crew, Forestry Division Mobile Device, Wildfire Prevention)

- Pilot Handbook
- Airtanker Bombing Manual
- Dispatch E-logging quick reference Guide
- Dispatch Program Manual
- FIRES WF Applications Manuals
- FIRES Data Administrator Security Process Manual
- Wildfire Dispatcher Orientation Binder
- Aircraft Emergency Response Guide for Wildfire Dispatchers
- Duty Officer Reference Manual
- Certification Manual
- Fireline Radio Operator Reference Manual
- OHS Forestry Division OHS Incident Reference Guide
- FP183 Forestry Division Radio Guide
- OTR Issuance Guidance
- Wildfire Suppression Cost Recovery Process Guidelines
- Incident Command System
- Air Support Management Binder
- Lookout Observer Manual
- Restricted Radio Operators Manual
- AWARE Duty Officer Quick Reference
- AWARE PPS User Manual
- AWARE Weather Section Quick Reference
- Alberta Wildfire Strategic Plan/Forestry Division Strategic Plan
- Emergency Response Plans
- Records Management*
- Lessons Learned and After Action Reviews
- Transport Canada Canadian Aviation Regulations (CARS)

Direct or indirect impacts of decisions:

The impact of poor decisions could include financial losses, escaped wildfires, or loss of life of external and internal personnel.

Wildfire operations can carry significant risk of accidents and this position is responsible to ensure all aircraft and manpower resources adhere to policy regarding safe flight operations.

Dispatch Supervisors ensure consistent communication flow between the field and duty room. They must be able to identify and prioritize information pertinent to making operational decisions and pass that on to the correct parties in a timely matter.

There is considerable opportunity to develop new procedures and analyze initiatives in the areas of program and policy development. The positions must stay current as it is expected to provide expert review and analysis, as well as communicate/train updates and changes to coworkers and subordinates.

Key Relationships

Major stakeholders and purpose of interactions:

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Required Education, Experience and Technical Competencies

| Education Level | Focus/Major | 2nd Major/Minor if applicable | Designation |
|------------------|-------------|-------------------------------|-------------|
| Diploma (2 year) | Other | | |

If other, specify:

Two-year diploma in a related field plus 3 years related experience; or equivalent.

Job-specific experience, technical competencies, certification and/or training:

Equivalency: Directly related education or experience considered on the basis of: 1 year education for 1 year experience or 1 year of experience for 1 year of education.

Effective time management skills, including organized, effective time/task management; ensuring critical

tasks accomplished within requested time frames; the ability to set priorities and be adaptable to change; the ability to meet stringent deadlines; ability to multi-task.

Ability to clearly convey information in both written and oral communications with both external and internal parties.

Excellent written, verbal, and interpersonal communication skills are required, as well as strong technical and analytical skills.

Position requires extensive working knowledge of Alberta Wildfire specific programs ie FIREs, Dispatch, AWARE etc. Excellent production and reporting database knowledge is required, and extensive knowledge of excel and access is an asset.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

| Competency | Level | | | | | Level Definition | Examples of how this level best represents the job |
|------------------|-----------------------|-----------------------|----------------------------------|-----------------------|-----------------------|--|---|
| | A | B | C | D | E | | |
| Systems Thinking | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Takes a long-term view towards organization’s objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration | <p>- Consistently updating processes and procedures to align with policy and values, and ensure the most efficient and safe process is in place. Dispatch Supervisors consistently contribute to a wide range of Business Rule and Standard Operating Procedure revisions annually, based on their working knowledge of Forestry Aircraft Management, Air Operations, Wildfire Operations, Detection and the Dispatch Program. This includes re-writes, process changes, and creating new Business Rules and Standard Operating Procedures. Collaborate with Wildfire Operations Committee, Wildfire Prevention Group, Aviation Geomatics, Detection Unit, Provincial Wildfire Operations Coordinator, Logistics Coordinators, Wildfire Telecommunications Facility Warehouse Service Centre Group, AWCC Aircraft & Wildfire Logistics, Wildfire Review Specialist, Wildfire Aircraft Accounts, local aircraft companies to</p> |

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| | | | continually review and improve operations, form task groups, act as subject matter experts, share updates, findings and statistics. |
| Agility | ○ ○ ● ○ ○ | <p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan | <ul style="list-style-type: none"> - The Dispatch Supervisor must be adaptable to an ever changing environment. Consistently re working priorities and workload based on fire load and hazard. - Manages the radio room staff and anticipates/ prepares staff for hazard and resource levels (updating schedules, managing stress/ exhaustion/long hours) Exports/takes on other areas workload in times of need - Manage multi-fire situations. - Implements and communicates new business rules and Standard Operating Procedures through training and meetings. Responsible for creating training material and ensuring all positions are kept informed of pertinent changes. - Implements and communicates new programs and program changes. The Dispatch Supervisor is an expert in Wildfire specific programs (Dispatch, FIREs, AWARE etc.), they are involved in the development and testing of new applications and new modules within the programs. Once released the Dispatch Supervisor helps develop training material and then delivers. -Working with different |

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| | | | Duty Officers each week, adapt to their style of supervision and direction. |
| Build Collaborative Environments | ○ ● ○ ○ ○ | <p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others | <ul style="list-style-type: none"> - Creates task groups with Subject Matter Experts in order to review and improve process and operations. - Fosters teamwork within the radio room and between Dispatchers/ Duty Officers/Logistics. Daily team meetings prior to peak burning. - Works closely with all seasonal and permanent positions to ensure proper flow of information, training, safety etc. - Subject matter expert on many different task groups. - Holds/take part in After Action Reviews to identify strengths/ weaknesses in order to move forward changing and updating or sustaining procedures Communication follow up with Duty Officers, AAO's, Dispatchers, AWCC. |
| Creative Problem Solving | ○ ● ○ ○ ○ | <p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices | <ul style="list-style-type: none"> - Collect and compile statistics to help with improvement and support decisions. - When researching for a new process has looked into other agencies processes to help with decision making. - Take part in testing, assessing, and providing feedback for new programs. (IE Permit modernization, continual Dispatch modernization) Providing real time feedback on program components, suggest updates and improvements to ensure proper work flow and ease of use. - Mitigate issues and |

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| | | | ensure back up procedures are in place during down time. (Phones, Dispatch Production, Aircraft Tracking, Radio Communications) |
| Drive for Results | ○ ● ○ ○ ○ | <p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations | <p>Knowing what outcomes are important and maximizing resources to achieve results that are aligned with the goals of the organization, while maintaining accountability to each other and external parties.</p> <p>-Moves projects forward regardless of obstacles by being creative, knowing systems and how they work and working as a team to come up with solutions. i.e. phone systems, dispatch production, etc. setting goals and being accountable</p> <p>-Dispatch Supervisors collaborate with other dispatch supervisors to run the wildfire dispatch program in Alberta.</p> <p>-The Dispatch Supervisor participates in Internal Reviews which includes looking at data entry and file management of fire files, flight manifests, safety briefings, flight reports, etc. and compares results to the written business rules and Standard Operating Procedures. From these results Dispatch Supervisors work to continually improve the results for their forest area in these areas, as well as to review current Standard Operating Procedures and Business Rules and update as required for business.</p> |

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| | | | <p>-Dispatch Supervisors complete 3 performance appraisals each season with their dispatch staff and work with their staff to improve throughout the fire season.</p> <p>-Dispatch Supervisors work on various task groups and working groups on a regular basis to prep for and review the fire season. From findings brought forward at these meetings task groups are formed involving Dispatch Supervisors to improve processes for the following fire season.</p> <p>-The Dispatch Supervisor group participates in monthly meetings to collaborate on projects, and provide and receive updates on task groups, working groups, and changes in the department.</p> |
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Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

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Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature