

Public (when completed)

Common Government

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Update

Ministry

Forestry and Parks

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

EmergCommunicationTechnician

Current Class


Administrative Support 4

Job Focus

Operations/Program 


Supervisory Level

00 - No Supervision

Agency (ministry) code 

CA34

Cost Centre 

Program Code: (enter if required) 

Employee

Employee Name (or Vacant)

Courtney Olfert

Organizational Structure

Division, Branch/Unit

Parks Operations, Kananaskis

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Program Services 3

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2024-02-19

Responsibilities Added:

Updating JD to new JD Form and format.
JD was previously approved / signed as of April 2023.

Responsibilities Removed:

n/a

Job Purpose and Organizational Context

Why the job exists:

PURPOSE:
Reporting to the Dispatch Supervisor - Emergency Services, the Emergency Communications Technician is responsible for all radio / telephone communications at KESC, the priority dispatching and coordination of appropriate response agencies/resources and related documentation during the assigned shift. This position is the first point of contact for emergency 911 dispatch. Duties include operating a variety of communications equipment, including computer terminal

and various software, printer, fax machine, advanced telephone system, GPS unit and voice recorder unit. The work includes transmitting, receiving, relaying and recording of time sensitive communications between central and district centres, as well as the individual units of the Kananaskis Improvement District and Alberta Forestry, Parks and Tourism. In any occurrence whether it be a wildlife complaint or a mass casualty incident, the Emergency Communications Technician is the primary resource for communications between Fire departments, Conservation Officers, Kananaskis Mountain Rescue, helicopter rescue units, RCMP, EMS agencies, Provincial Flight Coordination Centers, Search and Rescue, and numerous non-emergency agencies. The officer in command will provide direction for personnel when they arrive on scene and will continue to update and relay resource requests to the communications officer throughout the event. Special projects and tasks will be completed and assigned by the Dispatch Supervisor or the Manager of Emergency Services.

Responsibilities

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

1. Dispatch responses to emergency and non-emergency calls received via radio or telephone
 - q Receive initial call, pin point location of emergency, triage and dispatch of resources, monitor and record radio communications and the completion of detailed reports.
 - q Ensure all agencies involved in call response are provided accurate updates on personnel, agency and incident status.
2. Provide administrative support services to KESC to maintain accurate and efficient information and documentation.
 - q Collect information for the Kananaskis Region Wildlife program. Responsible for receiving sighting reports, transmitting data to appropriate personnel and entering information into data base.
3. Participate in the ongoing maintenance and update of communications equipment
 - q Assist in providing accurate mapping while maintaining an organized, accessible and efficient system.
 - q Assist with providing appropriate resources to maintain a mobile dispatch center (Command Trailer) and KID Emergency Coordination Centre.
4. Maintenance of information resources
 - q Assist with adding, eliminating and changing contact numbers and information for emergency and non emergency resources in a flip file system
 - q Assist with updating forms and manuals as needed to reflect changes in policy and procedures
5. Participate in providing a safe and healthy worksite for all employees.
 - q Promptly reporting incidents, utilizing all issued PPE and following safe work procedures.
 - q Familiarization with Health and Safety plan and ergonomically practices.
 - q Regular cleaning of work station and surrounding areas
6. Provide front counter service to public requests through direct contact, radio or telephone.
 - q Answer public inquiries or dispatch responses for non-emergency assistance.
 - q Assist with medical care for walk in patients
7. Assist with the continued maintenance of the KID Municipal Emergency Plan
 - q Communicate with other internal and external agencies to ensure all contact information is current and accurate.
 - q Prepare packages for section leaders which include responsibilities and guidelines in a municipal emergency

Problem Solving

Typical problems solved:

Public Safety:

Often situations are complex and unique, requiring creative solutions and immediate judgement calls in life or death situations. This includes using numerous tools and techniques to determine severity of location, terrain, weather, and technical requirements and interoperability with multiple agencies across simultaneous incidents. Poor decision making can lead to severe outcomes to life and property. Triaging incidents, stacking rescue agency resource deployments, de-escalating situations, and reassigning resources with apt timing.

De-escalation:

The position requires the de-escalation of highly emotional and intensive situations. Dealing with potentially panicked or distraught callers, the role can be mentally taxing and stressful.

Trends Analysis:

The position is required to critically analyze complex trends, identify issues, and using tools and techniques to offer assessment of data. Proble provide reports to support recommendations for changes to ensure public safety, safe enforcement activities, occupational health and safety of field personnel, wildlife management, and emergency response.

Managing confidential records:

The position often receives numerous pieces of information that is protected under relevant acts and regulations. The position is required to make decisions on collection, storage, and sharing of emergency, health, and enforcement information often with conflicting expectations from different response agencies. The position must trouble shoot techniques to support collection, storage, and sharing of information while ensuring trustworthiness as custodians to emergency, health, and enforcement records.

Types of guidance available for problem solving:

- Regulated Training.
- Standard Operating procedures, manuals and legislated requirements.
- Equipment operation manuals.
- International Association of Emergency Dispatchers.
- Supervisor and Manager oversight of operations.
- Partner agencies and mutual aid.

Direct or indirect impacts of decisions:

This position undertakes emergency critical work with a profound impact on the general public as it relates to the resourcing of and communications with enforcement actions, public safety emergencies and non-emergencies within the Kananaskis Region. This position often will act in life and death situations of high stress events providing critical communications through multiple mediums. The position often ensure the personal safety of enforcement personnel, public safety response agency personnel, and parks operations field staff. The position must make decisions, often multiple decisions simultaneously, over different critical events in seconds, ensuring resourcing that reduces loss of life or impacts to life or property.

Key Relationships

Major stakeholders and purpose of interactions:

GOA Ministries:

- Justice and Solicitor General- Sherriff Operations Communications Center and Fish and Wildlife
 - Fish and Wildlife occurrences, Facility Alarm Activations, CPIC/warrants checks, AFRRCS Radio System
- Agriculture and Forestry- Wildfire Operations and Telecommunications and Facilities
 - Firenet radio operations, backcountry fire related events
- Health- Alberta Health Services
 - EMS ambulance response, walk in patient care
- Service Alberta- Alberta Contact Center/Reserve Alberta Parks and the Information Technology section
 - Access camping reservations and information, coordinate public inquiry response, IT issue resolution
- Alberta Transportation- 511 Alberta and Contract Management
 - Avalanche control coordination, emergency response, highway related incidents and updates
- Alberta Environment and Parks- Energy and Environmental Response
 - Environmental emergency notification and response coordination


Alberta Parks Kananaskis Region staff (Working Alone Monitoring and Radio Program support for all sections):

- Public Safety Team - Rescue coordination, avalanche safety program
- Conservation Officers - Enforcement checks, wildlife management and emergency response
- Human Wildlife Co-existence Specialists - Wildlife program delivery and bear aversion team support
- Infrastructure - Facility alarms and maintenance requests
- Public Engagement - Visitor related requests and responses, public advisory coordination
- Trails and Specialized Facilities - Emergency and non emergency occurrence support
- Volunteer organizations - wildlife program support and communications hub

Other Agencies and Public:

- Members of the Public - Emergency and non-emergency event coordination
- Volunteer Search and Rescue groups - Emergency Response
- International Emergency Rescue Response Coordination Center - Personal emergency locator activations
- Provincial Flight Coordination Center - Coordination for patient flights direct to hospital
- Canadian Forces Base Trenton - Coordination of response for air craft emergencies and ELT activations
- Helicopter Operators - Alpine rescue helicopters and STARS air ambulance coordination
- RCMP, Police and Bylaw Services - Emergency Response and Enforcement
- Parks Canada - Public Safety response coordination and non-emergency incident reporting
- Dog Masters - Emergency response for avalanches and missing persons
- Various Wildlife Rehabilitation Center s- Coordination of response for injured animals
- Telephone Providers - payphone issues, emergency related cell phone "ping" requests
- Mag Guard - explosives cache monitoring
- Railway Companies (CP Rail) - Wildlife proximity and emergency railway related incidents

- Utility Operators - power, water/waste water, phone, gas, garbage and dam operations related incidents
- Industry Canada - Radio licensing and examiner certifications
- Grazing Allotment Permit Holders - Grazing allotment issue response coordination
- Campground Facility Operators - enforcement and operations support
- Alberta Parks Event Permit Holders - special events, guiding, filming and industrial activities
- Enforcement and information purposes, emergency planning, drone flight coordination
- Kananaskis Improvement District and Surrounding Municipalities
- Emergency Response, mutual aid, permitting queries, municipal emergency response
- Various Information Technology Representatives
- Equipment and technology issues and support

Required Education, Experience and Technical Competencies 

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other	Other	Other

If other, specify:

specialisation in environment, technology, public administration and emergency services fields is desirable

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

- Certifications:**
- International Academics of Emergency Dispatchers (IAED) Certification or similar.
 - Industry Canada- Restricted Radio Operators License-Aeronautical Certified Examiner.
 - Advanced First Aid, Level HCP.
- Experience:**
- Use of and ability to trouble shoot issues with equipment including: advanced telephone system, Firenet radioconsole, voice recorder, computer software and hardware.
- Competencies:**
- Enhanced RCMP security clearance for use of enforcement applications.
 - High level of computer proficiency including typing speed and abilities with Microsoft Office products.
 - Demonstrated ability to work as a member of a team.
 - Ability to provide direction and information for rapid results to emergency response, conservation officer, and other enforcement personnel.
 - In depth area knowledge and understanding of Public Safety, Enforcement and Parks land base management practices.
 - Strong proficiency using topographical maps and digital mapping programs.
 - In-depth knowledge of jurisdictions, contracts and mutual aid agreements within the Kananaskis Region and Kananaskis Improvement District.
 - Familiarization with Acts and Regulations including the Parks Act and Regulations, FOIP, Medical Health Information Act, Personal Information Protection Act, the Collective Agreement, applicable ministerial policies, branch policies and internal procedures.
 - Must possess a strong ability to maintain composure during repeated exposure to high stress situations, traumatic events, abusive language, and volatile situations.
 - Maintain a high level of discretion and confidentiality dealing with sensitive information, potential liabilities and events that trigger media exposure.
 - Must be self motivated, confident and be able to work independently with no direct on shift support.
 - Excellent information management and client interviewing skills.
 - High level of attention to detail to complete accurate documentation to a standard that may be used in court.
 - Must be highly adaptable and be able to manage multiple high impact events at once, prioritizing information and responses in a fast paced, dynamic environment with high consequences.
 - Ability to use critical thinking and a high level of creativity to coordinate non-standard responses in complex terrain with limited or no communication technology available.
 - Must be able to recognize and support staff who are demonstrating mental stress by providing coping strategies and mental health resources.
 - Strong abilities in public relations, networking and community relations

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		

Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	<p>Interoperability: Manage the regional radio program to ensure adequate resourcing of radio equipment to each service unit. Where requirements do not align with inventory, officers must seek creative solutions. Weighing cost/resource while maintaining system interoperability, personnel safety, and service outcomes.</p>
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	<p>Trends analysis: The officer must have a comprehensive understanding of the goals of the department, regional objectives, and legislated requirements for collecting, storing and sharing information.</p> <p>The officer performs analysis on collected emergency / enforcement / wildlife data, reasons and draws inferences from data to regional goals providing evidence based recommendations on policy, specifically to emergency response, and human-wildlife interactions.</p>
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<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 	<p>Public Safety - Officers are required to simultaneously manage significant events with high consequence to public safety, while ensuring adequate decision making and resourcing for events with non-routine structure. This may include de-escalating situations with a caller while providing confidential records to enforcement agencies.</p>

		situations and creates a backup plan	
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Involves a wide group of stakeholders when working on outcomes: <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	Interagency central intelligence: The officer acts a central hub for communications and intelligence for multi-agencies at various levels of government. Ensuring that all agencies are aware and in a position to respond to incidents, emergencies, and enforcement tasks, understanding and disseminating information weighing implications and risks for different agencies.





Benchmarks 

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

No comparable benchmark for role at time of updating JD.

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	
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature
		
		<input type="button" value="Remove Signature"/> <input type="button" value="Add Signature"/>
Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature
		
		<input type="button" value="Remove ADM Signature"/> <input type="button" value="Add ADM Signature"/>
ADM Name	Date yyyy-mm-dd	ADM Signature
		<input type="button" value="Remove DM Signature"/> <input type="button" value="Add DM Signature"/>
DM Name	Date yyyy-mm-dd	DM Signature