

**CLASSIFICATION:** FORESTRY DISPATCHER

**Class Code:** 4559-16

**Date Established:** 02-04-15

**Occupational Code:** 9-5-2

**Date of Last Revision:**

**Exempt Status:** Non-Exempt

**BASIC PURPOSE:** To dispatch state, local and federal resources for wildland fire and other large-scale emergency incidents in a multi-state region in coordination with federal agency staff, to include initiating requests for additional resources and reporting, interpreting and sharing incident and preparedness information.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

- Operates computer, telecommunication systems, and two-way radio to receive, prioritize, and fill requests for resources for fire and other emergency incidents to and from New Hampshire and other states in coordination with federal colleagues.
- Recognizes critical situations and uses independent judgment to alert management to the need for additional resources.
- Tracks resource requests and maintains status and tracking systems; records and maintains daily communications logs of telephone and two-way radio transmissions.
- Reviews, organizes and maintains completed records of all resource requests and corresponding actions, monitors performance, and initiates reports of incorrect information, ensuring compliance with established operating procedures.
- Shares emergency requests and related information with co-operators and other interested entities; collects and reports on incident information in support of intelligence activities; and prepares daily and annual situation, statistical, and activity reports.
- Inputs data into fire-related computer applications, such as incident qualification records, fire reporting systems, and automated dispatch systems.
- Processes and interprets weather information which is used to determine burning indices, preparedness levels and staffing levels for fire suppression resources.
- Provides flight following services to fire detection aircraft and ensures timely staffing of New Hampshire state-owned fire lookout towers.
- Assists with the training and orientation of support dispatchers.

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**DISTINGUISHING FACTORS:**

**Skill:** Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

**Knowledge:** Requires knowledge of business practices and procedures or technical training in a craft or trade, including working from detailed instructions, to apply knowledge in a variety of practical situations.

**Impact:** Requires responsibility for contributing to immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require a significant investment of time and resources to detect.

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**Supervision:** Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

**Working Conditions:** Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

**Physical Demands:** Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

**Communication:** Requires summarizing data, preparing reports and making recommendations based on findings which contribute to solving problems and achieving work objectives. This level also requires presenting information for use by administrative-level managers in making decisions.

**Complexity:** Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

**Independent Action:** Requires a range of choice in applying a number of technical or administrative policies under general direction and making routine decisions or in recommending modifications in work procedures for approval by supervisor.

### MINIMUM QUALIFICATIONS:

**Education:** Graduation from high school or G.E.D. equivalent. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Three years' experience in a customer service oriented position involving a high volume of interactive public contact such as firefighter, emergency medical technician, dispatcher, law enforcement, public safety or a related field. Applicants with wildland firefighting and/or dispatching experience will be given preference.

**License/Certification:** Must possess a valid New Hampshire driver's license. Must meet National Wildfire Coordinating Group (NWCG) standards for an Expanded Dispatch Recorder (EDRC) within one (1) year of employment.

### SPECIAL REQUIREMENTS:

1. Must be available to work non-typical hours as needed.
2. Must successfully pass a criminal background and reference check.

**RECOMMENDED WORK TRAITS:** Knowledge of the practices and procedures of telecommunication call handling. Knowledge of agencies and supportive services in assigned region that handle emergency or crisis situations. Knowledge of national mobilization procedures. Knowledge of the functions of fire, police, and emergency medical services, and the principles of enhanced 9-1-1 systems. Knowledge of standard computer applications and the practices of information input and retrieval in computerized communication systems. Knowledge of the incident command system (ICS) and incident support organization. Knowledge of federal, state, tribal, county, and local wildland firefighting organizations, terminology, techniques, and resources. Skill in the operation of computers, telecommunications equipment, and two-way radio. Skill in coding information for computer input or storage of information. Ability to maintain accurate database information. Ability to retrieve information and to prepare reports. Ability to learn and utilize a computer aided design (CAD) system. Ability to express ideas clearly and concisely both orally and in writing. Ability to recognize unusual conditions and react quickly and calmly in emergency situations. Ability to communicate clearly and concisely while remaining calm in life-threatening situations. Ability to hear and understand messages under conditions of background noise and distraction. Ability to perform mentally fatiguing and stressful tasks. Ability to make independent decisions using sound judgment. Ability to establish and maintain effective working relationships with federal, state, and other public officials. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

**DISCLAIMER STATEMENT:** This class specification is descriptive of general duties and is not intended to list every specific function of this class title.