

INITIAL ATTACK DISPATCH CENTER - COMPLEXITIES

A dispatch center's complexity is determined by the program complexity of the units supported by that dispatch center. A unit's program complexity is computed following the Interagency Fire Program Management Qualifications Standards and Guide, Instructions and Guiding Principles for Complexity Descriptors. Basically, if the unit complexity is high, the dispatch center's complexity is high.

Only the Initial Attack Lead Dispatcher and the Center Manager positions are affected by the dispatch center's and unit's program complexity. Initial Attack Dispatchers are represented in all dispatch centers at each complexity level with the same knowledge, skill, and ability requirements. Minimum Qualifications Standards for Initial Attack Lead Dispatcher and Center Manager are not affected by program complexity.

HIGH COMPLEXITY

A high complexity dispatch center is an interagency dispatch center that supports more than one unit. At least one of the units has a high program complexity. These centers have a Center Manager. Normally there are at least two Initial Attack Lead Dispatchers or Assistant Center Managers representing the major agencies supported by the dispatch center.

MODERATE COMPLEXITY

A moderate complexity dispatch center is either:

1. An interagency dispatch center that supports more than one unit and at least one unit has a moderate program complexity, or
2. A single agency dispatch center and that unit has a high program complexity.

These centers have a Center Manager and an Initial Attack Lead Dispatcher or Assistant Center Manager. A single agency dispatch center may or may not have a Center Manager with the Initial Attack Lead Dispatcher supervising the center.

LOW COMPLEXITY

A low complexity dispatch center is either:

1. A single agency dispatch center supporting a single unit with low or moderate program complexity, or
2. A single agency dispatch office supporting a single unit with moderate or high program complexity, but the dispatch center orders through an interagency dispatch center to the geographic area coordination center.

These centers would not have a center manager. The Initial Attack Lead Dispatcher would supervise the center.

MINIMUM QUALIFICATION STANDARDS

INITIAL ATTACK DISPATCHER

OPM Standard Requirements - GS-455/462 Technician Series

One year of specialized experience equivalent to the next lower grade level. Graduate education may be substituted for specialized experience only when it is directly related to the work of the position. Further information can be obtained from OPM's Qualification Standards Operating Manual, specifically, OPM's Group Coverage Qualification Standard for Technical and Medical Support Positions and the Individual occupational requirements for either the 455 or 462 series. OPM's Qualification Standards Operating Manual is posted at <http://www.opm.gov/qualifications/>

Common grade level - Senior Fire Dispatcher: GS-7

Common grade level - Fire Dispatcher GS-5

(Note: Actual grade level will depend on the duties and responsibilities of the position.)

Specialized Experience -

Applicants must have a minimum of one year of creditable specialized wildland fire management experience equivalent to the next lower grade level.

Specialized experience is that experience which has provided the applicant with the particular knowledge, skills, and abilities necessary to successfully function in the wildland fire management position applied for.

Specialized experience is obtained by meeting the NWCG qualifications below. Additionally, previous wildland firefighting operations experience is required.

NWCG Incident Management Qualifications - Currency Not Required

Primary Core Requirement	Secondary Core Requirement
EDRC	90 days of wildland firefighting experience

Additional required training as presented in the following courses, or agency equivalent:

- None

Selective Factor Justifications

- The EDRC qualification provides the incumbent with the knowledge of standard fire dispatch procedures, predefined initial attack response zones, and operating guides used in ordering of overhead, crews, aircraft, equipment, and supplies for wildfire, prescribed fire, and other non-fire emergencies.
- The 90 days of previous wildland firefighting experience provides the incumbent with the knowledge of fire suppression and prescribed fire strategies, tactics, methods, and procedures.
- This previous experience allows the incumbent to perform as the initial attack incident commander until resources arrive on-scene.

Employee Development Training

Employee should receive the following developmental training, (or agency equivalent) to fully achieve competencies:

- D-111 (formerly D-105) “Entry Level Dispatcher”
- D-110 “Dispatch Recorder”
- D-310 “Support Dispatcher”
- I-100 “Introduction to ICS”
- I-200 “Incident Command System”
- S-110 “Basic Wildland Fire Orientation”
- S-130 “Basic Firefighting”
- S-190 “Introduction to Fire Behavior”
- S-201 “Supervisory Concepts & Techniques”
- S-260 “Fire Business Management Principles”
- S-270 “Basic Air Operations”
- S-290 “Intermediate Fire Behavior”
- Aircraft dispatching
- Airspace management & coordination
- Aviation acquisition/procurement
- Aviation policy and regulations
- Aviation safety, operations, and management training
- Aviation transport of HAZMAT
- Basic dispatcher computer skills
- Flight payment document
- Interagency aviation organizations
- Mission planning & flight request process
- Personal responsibility & liability
- Training to provide intermediate computer skills and working knowledge of various fire management computer programs.

COMPETENCY DESCRIPTORS FOR INITIAL ATTACK DISPATCHER

Initial Attack Dispatcher Position Descriptor

An initial attack dispatcher is one whose primary purpose is executing dispatch procedures in response to incidents. Initial attack duties include monitoring and statusing suppression resources; processing weather observations and spot weather forecasts; broadcasting daily and updated fire weather information; initiating and completing required fire reports. Under supervision executes operating plans and action guides for efficient, and cost-effective mobilization to emergency situations. Ensures activities directed by the initial attack dispatch center are conducted safely. Performs a variety of staff and administrative duties relating to fire suppression and prescribed fire activities. Prior wildland fire fighting experience is a requirement of this position.

EXPERTISE LEVELS DEFINITIONS

WORKING – W

Definition: The minimum level of experience and/or training that it takes to produce work of acceptable quality.

JOURNEY – J

Definition: Has sufficient experience to be considered a seasoned employee. Is skilled in performing the more difficult tasks related to the function. Has received advanced training in the function.

EXPERT – E

Definition: Reflects the quality of experience and/or training needed to perform the most challenging aspects of the position.

"Program Complexity Levels" refers to those determined from the complexity analysis process. Some positions do not vary in the expertise levels of competencies, regardless of the complexity of the program to which they are assigned. Others have only a minimum level of competency expertise defined, recognizing that there is too wide a variety of programs within and between agencies to define all situations. The remainder have either two or three levels of competency expertise, based on their unit's program complexity.

Example of Expertise and Complexity Levels

<u>Competencies</u>	Low	Moderate	High
Knowledge of processes and sources of training.	W	J	J

In this example, a “W” Working level of expertise is required in a Low complexity fire program; a “J” Journey level of expertise is required in both Moderate and High complexity fire programs.

I. Fire Program Management Support

Description

This element identifies the knowledge, skills and abilities required to provide efficient and effective support to fire program management.

Outline

A. Implement goals and objectives in support of fire program management.

<u>Competencies</u>	Expertise Level
Knowledge of presuppression, suppression, detection, and fire management activity plans as they apply to dispatching.	W
Knowledge of agency and interagency financial management system.	W
Knowledge of the incident support organization.	W
Knowledge of computer data entry and retrieval.	W
Knowledge of federal, state, tribal, county, and local wildland firefighting organizations, terminology, techniques, resources, Mutual Aid Agreements and operating plans for the dispatch center's jurisdictional area of responsibility.	J
Skill in utilizing computer hardware and specialized applications specific to initial attack dispatching, expanded dispatch, fire suppression, prescribed fire, aviation management and administration.	J
Skill in maintaining unit personnel's incident qualifications using various agency computer programs.	W
Ability to analyze the activity and suppression situation for their area of influence and adjacent areas and keep supervisor apprized of potential problems.	J
Ability to identify and define dispatch related issues and suggest corrective actions to increase efficiencies and effectiveness.	W
Ability to retrieve information and/or prepare the daily situation report, annual fire report, fire statistics, and aviation activity reports.	W
Ability to follow established agency and interagency procedures for records creation, maintenance, and disposal.	W

B. Communicates orally and in writing, using appropriate technology.

<u>Competencies</u>	Expertise Level
Knowledge of documentation requirement to preserve data pertaining to dispatch center activities.	J
Skill in operating telecommunication equipment, computer based applications, and other related communications equipment in the dispatch center.	J
Ability to effectively and efficiently communicate and interact with co-workers, public, and other customers of the dispatch center.	E
Ability to present dispatch training.	J

II. Mobilization

Description

This element describes the knowledge, skills and abilities required to mobilize and demobilize overhead, crews, aircraft, equipment and supplies for wildland fire, prescribed fire activities, and other activities.

Outline

A. Provide local, geographic and national mobilization and demobilization support.

<u>Competencies</u>	Expertise Level
Knowledge of standard fire dispatch procedures, predefined initial attack response zones, and operating guides used in ordering and mobilization of overhead, crews, aircraft, equipment and supplies for wildfire, prescribed fire and other non-fire emergencies.	J
Knowledge of agency and interagency mobilization policies, procedures and guidelines.	J
Knowledge of fire management resources, fire position qualifications, equipment, capabilities, sources and ordering procedures.	J

<u>Competencies</u>	Expertise Level
Knowledge of the organization and function of the National Interagency Coordination Center and the geographic area coordination centers.	W
Knowledge and understanding of field operational procedures, principles, and techniques employed in all aspects of fire suppression.	J
Knowledge of fire behavior and weather conditions to effectively dispatch fire management resources.	J
Knowledge of cache management procedures.	W
Knowledge of maps and land photos of various types such as topographical, unit, and aerial.	J
Knowledge of national, geographic area, local mobilization guides, and dispatch operating guides.	W
Skill in monitoring and tracking resources following standard guidelines and procedures, including aircraft, overhead, crews, and equipment.	J
Skill in plotting and identifying locations to determine land status, direct resources to the incident site, and track resources through the application of latitude and longitude, township, range, and section, and VOR bearing and distance.	J
Ability to function as the incident focal point prior to the arrival of the responding resource.	J
Ability to obtain and document incident size-up information per the dispatch center's operating guide and brief supervisor of incident status or anticipated needs.	J
Ability to recognize when dispatch procedures do not apply to current situation.	J
Ability to perform duties under stressful and adverse operating conditions, such as long hours, heavy workloads, emergency situations, adverse working and environmental conditions.	J
Ability to mobilization resources to multi-jurisdictional incidents including mutual aid with local non-federal cooperators.	W

III. Operations

Description

This competency identifies the knowledge, skills and abilities necessary for providing dispatch support to field operations involving preparedness, suppression, fuels and prescribed fire, and aviation activities.

Outline

A. Provide preparedness dispatch support services.

<u>Competencies</u>	Expertise Level
Knowledge of aerial and land-based detection systems and technologies.	W
Knowledge of wildland fire prevention principles and techniques, fire prevention guides and applications.	W
Knowledge of fire permitting processes and closures.	W
Skill in relaying daily fire weather forecasts, "Red Flag" warnings, spot weather forecasts, predicted weather and burning indices and the relation to preparedness levels and staffing for suppression and aviation resources.	J
Skill in input and retrieval of weather data from Weather Information Management System (WIMS).	J
Ability to identify and utilize new technology as it relates to weather data.	W

B. Provide suppression, fuels, and prescribed fire support services.

<u>Competencies</u>	Expertise Level
Knowledge in fire suppression and prescribed fire strategies, tactics, methods and procedures.	W
Knowledge of appropriate management responses.	W
Skill in recognizing changing conditions.	W

<u>Competencies</u>	Expertise Level
Skill in keeping field personnel and agency administrators or MAC Group informed of critical information (Red Flag, fire behavior, burning conditions, resource shortages)	J
Skill in determining anticipated fire behavior.	J

C. Provide aviation dispatch support services.

<u>Competencies</u>	Expertise Level
Knowledge of fixed-wing and rotary-wing aircraft relating to fire and administrative operations in terms of capabilities, duty limitations, scheduling, flight following, incident or accident notification, and economics.	W
Knowledge of airspace designations (e.g., MTR, MOA, TFR, hazards). Ability to follow established notification procedures for airspace coordination.	W
Knowledge of aircraft flight planning, including but not limited to scheduling flights, pilots and aircraft; duty limitations, ordering procedures, procurement and cost comparison analysis.	W
Knowledge of aviation safety, including airspace management, search, rescue and medivac procedures, incident reporting procedures, briefing and debriefing pilot, chief of party and passengers.	W
Knowledge of communication equipment, radio use, management computer and software used in aircraft dispatching.	J
Skill in applying safe and efficient aviation management procedures.	W
Skill in flight following aircraft according to national, geographic and local area procedures.	J
Skill in incident or accident notification.	W

IV. Safety and Welfare

Description

This competency identifies the knowledge, skills and abilities required to support wildland and prescribed fire operations in accordance with safety-related laws, policies and guidelines. Personal accountability and zero tolerance for unsafe acts are paramount.

Outline

- A. Support wildland and prescribed fire operations in accordance with safety-related laws, policies and guidelines, including:
 - 1. Occupational Safety and Health Act
 - 2. Applicable state safety regulations
 - 3. Department and agency policies and guidelines
 - 4. NWCG guidelines

<u>Competencies</u>	Expertise Level
Knowledge of the laws, policies and guidelines pertaining to safety such as the Code of Federal Regulations, national and agency policies and guidelines, Standard Firefighting Orders, Watch Out Situations, and other related fire safety guidelines, including Occupational Safety and Health Act and NWCG guidelines.	W

- B. Identify hazards and risks.

<u>Competencies</u>	Expertise Level
Knowledge of a variety of hazards encountered within the wildland fire environment and other work environments; e.g., aviation, mechanized equipment, and hazardous materials.	W