

Job Class Profile: Radio Telephone Operator**Pay Level: CG-25 Point Band: 456-489**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	3	2	6	2	3	3	1	2	
Points	140	50	13	29	60	65	62	21	21	461

JOB SUMMARY

The Radio Telephone Operator is responsible for dispatch and communications services for the control and coordination of provincial aircraft and forest fire ground crews at the regional level for forest fire suppression and fire management. Work also includes clerical tasks associated with the fire suppression program.

Key and Periodic Activities

- Dispatches emergency vehicles and briefs ground crews on fire response for initial attack and suppression of forest fires. Maintains close contact with ground crews and aircraft personnel during all forest fire situations.
- Dispatches aircraft including water bombers, helicopters, and spotters to fire areas for suppression of forest fires. Briefs pilots before and during flight including information such as coordinates, map locations, compass bearings, distance, fire conditions, weather, ground crew numbers and position.
- Controls aircraft movement during forest suppression operations by keeping records of flight times and other operational procedures as required by the Fire Boss or Fire Duty Officer.
- Compiles crew flight schedules in accordance with Air Services Collective Agreement.
- Consults with Forest Fire Duty Officers on fire starts, status and response.
- Dispatches Fire Investigators for fire cause and determination.
- Operates receiving and transmitting equipment plus telephone providing a variety of information. Maintains strict control of information and messages to ensure safe and efficient handling and proper relaying and analysis. Manages multiple fire situations including calls from the public, other emergency response units and agencies.
- Logs all information pertaining to forest fire reports, fire conditions, weather indices, aircraft movement in the region and other messages relating to fires and general information between Departmental HQ and various Forest Service Installations.
- Maintains records related to the various phases of aircraft operation including alert schedules, number of hours flown, number of drops made, maintenance work, standby times for pilots and flying times for helicopters.
- Records the movement of human resources, equipment and fire supplies within the Region. Provides this information to the Regional and Provincial Forest Fire Duty Officers.
- Ensures that a Forest Fire Report is filed for each fire reported by the Districts, examines each

Key and Periodic Activities

- report for accuracy and detail and obtains clarification or corrected data as necessary.
- Requests additional fire suppression resources when required.
- Compiles year end statistical reports.
- Inputs weather, forest fire report and damages and loss report data into the Forest Fire Information System.
- Responds to enquiries from the general public regarding the Act and Regulations; provides interpretation of the Forestry Act and Fire Regulations.
- Completes and issues Permits to Burn and Operating Permits for the general public and maintains contact with permit holders to ensure conditions are being complied with.
- Verifies invoicing and documentation upon receipt. Arranges for purchase of supplies and materials in support of fire suppression operations.

SKILL

Knowledge

General and Specific Knowledge:

- Rules, regulations and procedures regarding aircraft operations.
- Principles and practices regarding the operations of communications equipment.
- Understanding of meteorological data.
- Forest Fire Protection Program.
- Work extended hours in emergency situations.

Formal Education and/or Certification(s):

- Minimum: High School plus completion of Office Administration courses supplemented by courses in meteorology and microcomputer applications and Ministry of Transport Approved Radio Operator's License.

Years of Experience:

- Minimum: 1-2 years in radio-telephone operations, aircraft dispatching, office procedures and micro-computer operations

Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listening to information from others, asking questions, providing routine and specialized information and direction to others regarding interpretation of regulations regarding fires, and dealing with upset or angry people and reacting positively when dealing with the general public in emergency and stressful situations.
- Communications occur with employees in the immediate work area, Department/Group, in other Departments and include supervisors and managers, pilots, the general public, news media and others.
- Most significant contacts are employees within the immediate work area and region, supervisors/managers, aircraft pilots and the general public.

EFFORT

Physical Effort
<ul style="list-style-type: none"> — Work demands do not result in considerable fatigue requiring periods of rest. — There may be an occasional requirement to lift/move objects, such as files and records up to 10 lbs. — Constant fine finger/precision work while manipulating the computer to generate written and statistical reports, enter data, etc.
Concentration
<ul style="list-style-type: none"> — Visual concentration is required while accessing information within the computerized system, looking at maps and entering information and processing purchase orders. — Auditory concentration is required when listening to telephone calls and radio equipment trying to gather important information from the public, ground crews and pilots in stressful situations or from persons who are upset. — Higher than normal levels of attentiveness is required during emergency situations (i.e. forest fires) which require a high volume of radio communications. — Work is impacted by interruptions and multiple time pressures/deadlines with a lack of control over work pace (i.e. emergency situations that need a coordinated response). — Exact results and precision are required when gathering, recording and providing information that could impact the effectiveness of fire suppression response and safety of staff and the general public.
Complexity
<ul style="list-style-type: none"> — Work typically involves activities that are similar in terms of skills and knowledge used and tasks are usually well defined. — Problems can usually be addressed by following procedures or guidelines. — The most typical challenge or problem is lost or compromised communications during a forest fire outbreak. — Legislation, policies, procedures and guidelines exist to assist and address issues and challenges.

RESPONSIBILITY

Accountability and Decision-Making
<ul style="list-style-type: none"> — Work tasks and activities are generally prescribed and controlled. — Issues Burning Permits in accordance with process and regulations. Orders supplies and materials. — Work tasks involving the releasing of information require discretion and independent judgment.
Impact
<ul style="list-style-type: none"> — Impacts generally are felt inside and outside the department/group but within the organization. Limited impact on the general public, forest industry and resource users in terms of the provision of information.

- Work activities impact equipment, information, finances, natural resources, health and safety, and the corporate image.
- Inaccurate reporting or errors can result in a delayed response time when responding to emergency situations. This could lead to additional natural resource loss, property loss or potentially life or death situations.
- Legislation, policies, and procedures are in place to mitigate impacts and errors. Errors are typically identified and resolved within 24 hours.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- May be required to provide advice and guidance.

WORKING CONDITIONS

Environmental Working Conditions

- Does not require any special precautions or safety equipment.
- May be exposed to unusual distracting noise, extended hours in a stressful environment and a lack of privacy.