Desired competencies for wildland fire Initial Attack Dispatcher include the following:

**Communications**

1. Operate consoles and related communications equipment efficiently during emergency operations.  
2. Communicate with aircraft crews on mission orders, changes in mission and flight following.  
3. Communicate with wildland fire resources to provide mission orders, tracking and accountability.  
4. Receives request from the field for spot weather forecasts and broadcasts responses from the NWS.  
5. Monitor and communicate with field personnel conducting prescribed fire.  
6. Broadcasts changes in weather as received (Red Flag warnings/fire weather watches/severe weather warnings).  
7. Answers phone/email requests and routes appropriately.  
8. Documents and conducts shift change and dispatch floor briefings.  
9. Receives initial fire and incident reports from a variety of sources; responds appropriately.  
10. Coordinates response with neighboring dispatch centers.  

**Ordering Processes**

1. Receives, processes and tracks aircraft, equipment, supplies and personnel orders to conclusion.  
2. Creates equipment and supply numbers (E# and S#) at time of mobilization of contracted resources.  
3. Utilizes Dispatch Priority Lists in accordance with policy.  
4. Provides the initial oversight of incident purchasing and support requests.  
5. Utilizes the Service & Supply Plan to support incidents and local needs.  

**Operational Skills**

1. From system of record able to accurately pull and distribute weather reports using approved agency methods (radio, txt message, email, web posting, etc.).  
2. Utilizes closest forces concept for initial and extended attack mobilization.  
3. Concisely provides information to responding resources of the ‘potential values at risk’ including wilderness, heritage sites, T&E areas, WUI issues and retardant avoidance zones.  
4. Notifies military contacts from the AP1B to de-conflict Military Training Routes.  
5. Reviews the Airspace Hazard Map and transmits known hazards to affected resources.  
6. Creates flight strips, document changes and transmits the information to other centers when needed.  
7. When required facilitates smoke monitoring real time reports to external parties.  
8. Recognizes the potential need for contingency resources and ensures they are place.  
9. Processes and tracks resource requests in ROSS/IROC for incident needs.  
10. Arranges documents and updates travel itinerary for mobilization/demobilization of incident resources.  
11. Gathers minimum data elements required by CAD to determine initial response based on run cards.  
12. Dispatches resources based on inputs from IC/duty officer and knowledge of local conditions.  
13. Timely and accurately documents all actions taken on the incident to conclusion.  
14. Gathers current fire/resource situational information and reports as appropriate in systems of record.  

**Computer Skills – Must be proficient in common wildland fire software applications including:** (ROSS/CAD/WIMS, SIT209, AFF, etc.)  

**General**

1. Has a basic knowledge of fire business management practices.  
2. Can effectively communicate orally and in writing.  
3. Able to prioritize and execute multiple tasks simultaneously.  
4. Ability to recognize overload and critical stress triggers and elevate concerns to supervisor.  

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*Does Not Apply to Redcard Qualifications*

**Interagency Wildland Fire Career Dispatcher Development Curriculum - Desired Skills/Competencies**

August 17, 2016
Assistant Center Manager

In addition to the desired competencies for wildland fire Initial Attack Dispatcher the Assistant Center Manager should have these competencies:

Communications
1. Coordinate and collaborate with interagency partners. 12, 16, 18
2. Maintain positive relationships with interagency center personnel. 12, 16, 18
3. Serve as conduit between center personnel and their supervisors of record. 12, 16, 18

Ordering Processes
1. Verifies financial incident coding (Federal / State) is in compliance with interagency incident business guidelines. 6, 24
2. Oversees and verifies accuracy of employee’s work. 6, 24

Operational Skills
1. Sets up and manages expanded dispatch to process IMT requests and support ongoing incidents. 6, 8
2. Prepares and presents briefings to incident management teams and LMAC/GMAC. 13, 18
3. Reviews daily NFDRS indices and recommends the preparedness levels. 19
4. Ensures staffing levels are commensurate with ongoing and anticipated workload. 20
5. Oversees logistics and transportation function. 6, 8
6. Oversees local mobilization or staging centers when established. 20
7. Coordinates with the Buying Team. 6, 8, 24
8. Creates TFRs and orders temporary towers from FAA.
9. Coordinates, communicates with and oversees infrared (IR) aviation operations. 2, 7
10. Manages staff stress in a hectic environment and recognizes critical incident stress triggers displayed by staff; applies appropriate mitigation steps, alerts Center Manager as appropriate. 28, 29, 31
11. Proactively identifies and mitigates problems resulting from political, operational and environmental issues. 28, 29, 31

Computer Skills
1. Uses expert knowledge to assist Initial Attack Dispatchers to solve problems or instruct. 2

General
1. Maintains dispatch "kits" of pre-staged computers and supplies for expanded dispatch operations. 20
2. Provides training and support to local dispatch workforce. 18, 20
3. Implements and maintains knowledge of policy, guidance and services defined by agreements, MOUs, AOPs and plans. 1, 12
4. Maintains the Continuity of Operations Plan (COOP) for the office. 5, 32
5. Receives and facilitates updates to various plans and guides. 5, 32
6. Prepares end-of-year reports, prepares ad-hoc reports and prepares dispatch records for archiving. 20, 21
Center Manager

In addition to the knowledge of all skills required of an assistant center manager the Center Manager should have the abilities to:

Communications
1. Facilitates LMAC, Board of Directors or Coordinating Group collaboration and coordination. 13, 17
2. Attends IMT in-briefs and out-briefs, planning and team transition meetings. 8, 13, 17
3. Clearly articulates leader’s intent to dispatch center staff. 17, 20

Ordering Processes
1. Effectively works with local large incidents, neighboring dispatch centers and the GACC to facilitate resource coordination and prioritization. 8, 20

Operational Skills
1. Manages staff stress in a hectic environment and provides for health and welfare of employees in center to include recognition of critical incident stress triggers, mitigation methods and rapid response situations. 28, 29, 31
2. Proactively identifies and mitigates problems resulting from political, operational and environmental issues. 1, 5, 9, 20, 27, 29, 31

Computer Skills
1. Assist with issues on all programs used in the Center. 20
2. Monitors usage of computer access accounts. 20

General
1. Verifies that documentation is accurate and complete for cooperator/contractor usage on fire payments/billings. 20, 31
2. Follows agency FOIA and intergovernmental information request processes and procedures. 10
3. Manages dispatch budget and identifies fair share funding processes and opportunities. 20, 32
4. Provides input to agreements, MOUs, AOPs and governing documents for the center. 1
5. Principal point of contact for policy, guidance and services provided by the center. 20
6. Ensures plans and guides are updated and accurate and forwards for approval to appropriate authorities (e.g. Continuity of Operations Plans (COOP), mobilization guides, ISSP, LIDOG, etc.). 1, 5, 32
7. Provides operational leadership and supervision for interagency center staff. 17
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<thead>
<tr>
<th></th>
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¹Competencies can be obtained through OJT. Utilize competency checklist to document. NWCG courses listed can be used in lieu of OJT to obtain the competencies.
²Contains course material currently offered in D311/D312. Expected offering date for D313 is 2017.
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