



## IDENTIFICATION

Department	Position Title	
Environment and Climate Change	Airtanker Base Dispatcher	
Position Number	Community	Division/Region
23-15973	Hay River	Forest Management

## PURPOSE OF THE POSITION

Reporting to the Aviation Services Contracting Officer, the incumbent is responsible for dispatching aircraft, operating the communication centre and completing administrative functions at various Airtanker Bases throughout the Northwest Territories (NWT).

## SCOPE

This position is in Forest Management Division Headquarters of Environment and Climate Change (ECC) and is located at the Hay River Airtanker Base. While based in Hay River, the incumbent will be required to travel at a moment's notice to any of the six (6) airtanker bases throughout NWT. The incumbent is responsible for dispatching aircraft and operating as the communication center at various airtanker bases throughout the NWT. This includes operating VHF-AM, VHF-FM radios and other telecommunications equipment, receiving and transmitting messages and dispatching information to air and ground crews. The Dispatcher is also responsible for completing various administrative and financial clerical duties.

Receiving and dispatching information is critical to successful fire-fighting operations. Failure to dispatch clear and credible information may result in losses to life, property, resources and socio-economic, cultural and/or historical values and may place air and ground crews at serious personal risk.

The position will be in place seasonally for up to 5 months, May to August/September. Arrangements may be made to accommodate a candidate's education program.



## **RESPONSIBILITIES**

### **1. Dispatches Territorial and Regional assigned resources including airtanker aircraft and ground crews to ensure that appropriate resources are stationed to suppress and/or fight wildfires.**

- Receives and records airtanker group dispatch information from Territorial and Regional Duty Officers.
- Locates and advises appropriate aircrews and support personnel of airtanker group dispatch information.
- Plots dispatch location GPS coordinates (latitude and longitude) on various maps and calculate bearing and distance from the point of departure and uses tools for calculating distances.
- Advises Territorial and Regional Duty Officers of resource deployment and commitments.
- Notifies ground crews of incoming aircraft for refueling and/or loading of retardants.
- Contacts refueling personnel and/or other contractors to ensure preparedness.

### **2. Operates and maintains the communication center and telecommunications equipment at Yellowknife as well as other airtanker bases in order to effectively and efficiently dispatch critical information.**

- Operates and maintains the communications center consisting of VHF-AM, VHF-FM radios and other telecommunications equipment.
- Transmits, receives and monitors radio messages and maintains a radio log of all messages received and transmitted.
- Follows aircraft flight schedules during airtanker group base changes, administrative flights, detection patrols and wildfire dispatches.
- Downloads NWT Airtanker Base alerts, weather reports and various operational reports and ensures information is immediately forwarded to Airtanker Base personnel and aircrews.
- Sets up computer terminals and installs various software packages/programs.

### **3. Implements and monitors daily aircraft and wildfire costing records for various Airtanker Bases to maintain accurate records.**

- Receives and verifies aircraft flight tickets by validating hours flown, flight purpose coding, fuel slip numbers and authorization.
- Receives and verifies fuel slips by checking the aircraft registration, number of litres taken, authorization and cross-referencing with flight tickets.
- Audits aircraft fuel costs and data enters flight tickets and fuel costs into a financial costing system.
- Gathers and data enters financial documents (including visa purchases) on the weekly suppression costing system.



- Calculates and data enters individual overtime costs of all airtanker base personnel.
  - Monitors airtanker group contract and casual hire aircraft hours.
  - Maintains the filing system for all aircraft and wildfire costing records at each base.
- 4. Processes expenditures to ensure that all payments meet Departmental policies and procedures.**
- Ensures that purchase documents have proper spending authority, coding, dollar amounts, terms and Supplier ID numbers and proper backup.
  - Verifies all GNWT Airtanker Base personnel's travel expense claims before forwarding.
  - Gathers and ensures all documents are forwarded to Forest Management Division located in Fort Smith.
  - Review, verify and submit all Airtanker Base personnel's visa purchase logs.
  - Purchases office and other supplies for Airtanker Bases.
- 5. Makes travel arrangements for Airtanker Base staff and aircrews to ensure that crews have adequate travel and accommodation.**
- Notifies all Airtanker Base staff and aircrews of impending airtanker group base changes, departure times, destinations and other relevant information.
  - Books and confirms accommodations and vehicle rentals.
  - Cancels service bookings when required.
  - Coordinates travel, accommodations and food for ground crews during extended duty as well as overhead teams on national and international exports.
  - Provides adequate instruction/information for the replacement Dispatcher.
- 6. Participates in the general administration of various Airtanker Bases to ensure up to date and accurate financial and administrative records.**
- Verifies, compiles and distributes various operational reports and updates various operational manuals as required.
  - Prepares an annual report on Airtanker Base activities.
  - Picks up and delivers the mail.
  - Data enters information and correspondence.
- 7. Performs other related duties as required.**
- Provides transportation for staff and aircrews on occasion.
  - Performs other appropriate and reasonable duties.



## **WORKING CONDITIONS**

### **Physical Demands**

During the period from May to August annually, the job requires long hours with few breaks on a daily basis in small, hot radio rooms with little time off.

### **Environmental Conditions**

The position is located in small radio rooms which can be extremely hot and uncomfortable.

Travel in light aircraft is required during peak wildfire seasons, as required.

### **Sensory Demands**

A high degree of concentration is required for receiving and dispatching information.

### **Mental Demands**

Extensive travel is required throughout the Northwest Territories with long absences from home and family. Required to perform administrative and operational support functions while working in the field.

During a typical workday, dealing with numerous operational and personnel issues and potentially placing crews at significant personal risk causes significant mental and emotional stress.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Operation of radio VHF-FM and VHF-AM radio communications and telecommunications equipment.
- Bookkeeping and computer skills using Microsoft office, specifically proficient in Word, Outlook and Excel.
- Communications and interpersonal skills in order to dispatch aircraft and communicate effectively with staff and aircrew.
- Bookkeeping and accounting skills in order to process financial transactions and maintain accurate and up to date financial information.
- Attention to detail and high level of accuracy in order to ensure that dispatch instructions are clear and accurate.
- Organizational and time management skills in order to prioritize duties and tasks.
- Remain composed when under pressure from staff, contractors and management to meet their demands and expectations.
- Strong people orientation combined with an ability to form strong collaborative networks in a cross-cultural workplace.



- A desire to learn and adapt.
- Self-directed and able to work independently.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

**Typically, the above qualifications would be attained by:**

This position requires a basic understanding of air attack operations and the ability to effectively receive and dispatch aircraft information. The incumbent would normally attain the required knowledge and skills through:

- High school diploma or GED.
- Bookkeeping or office procedures coursework.
- Experience dispatching information using telecommunications and radio equipment.
- A Transport Canada Restricted Aeronautical Radio Operators' (ROC-A) License, or ability to obtain one.
- Previous experience in wildfire suppression activities is an asset.
- One season (4 months) experience as a Dispatcher is required.
- Ability to travel at a moment's notice away from home base.

A Transport Canada Restricted Aeronautical Radio Operators' License is a legal requirement for the position.

A Class 5 Driver's License is required.

Education and experience equivalencies will be considered.

**ADDITIONAL REQUIREMENTS**

**Position Security** (check one)

- ☐ No criminal records check required.
- ☒ Position of Trust – criminal records check required.
- ☐ Highly sensitive position – requires verification of identity and a criminal record check.

**French language** (check one if applicable)

- ☐ French required (must identify required level below)  
Level required for this Designated Position is:  
ORAL EXPRESSION AND COMPREHENSION  
Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐



READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

☐ French preferred

**Indigenous language:** Select language

☐ Required

☐ Preferred