

FIRE DISPATCHER

Approval Date: January 2026**Department:** Fire Services☒ IAFF☐ CUPE☐ Management**Title of Excluded Supervisor:** Assistant Chief – Fire Dispatch & Emergency Program**General Accountability:****Purpose and Scope**

Reporting to the Assistant Chief – Fire Dispatch & Emergency Program, the Fire Dispatcher is responsible for receiving and processing emergency and non-emergency calls by telephone, radio, fixed alarm, and 911 communications equipment, dispatching appropriate Fire Resources as outlined in Policies and Operational Guidelines. This position operates in a fast-paced, dynamic environment requiring rapid decision-making, strong and consistent situational awareness and attention to detail. The Fire Dispatcher monitors radio traffic, supports Incident Command, and coordinates with external agencies to ensure safe and effective emergency response operations.

Nature and Scope of Work

- Receive, prioritize, and process emergency and non-emergency calls, dispatching appropriate fire departments and resources in alignment with Fire Department Policy and Operational Guidelines.
- Perform a variety of administrative, office, and clerical tasks that support the effective operation of the dispatch centre.
- Monitor all radio traffic, maintain continuous situational awareness, and coordinate with outside agencies as required while maintaining clear and accurate communication between units, personnel, and Incident Command.
- Interacts with other agencies including, B.C. Wildfire, Police, Ambulance, Coast Guard, CANUTEC, and others.
- Record communications by electronic and in written/printed form, assists in preparation of reports, entering and collating of operational and administrative statistics, general filing and typing of correspondence, records, and reports.
- Performs other related duties as assigned.

Necessary Qualifications**Technical Knowledge/Skills:**

- Knowledge of the functions and operations of an Emergency Communications Centre and its related equipment and capabilities.
- Understanding of Radio Systems and multi-channel communications.
- Skilled in the use of Microsoft Word, Excel, and PowerPoint, as well as dispatch specific software applications.
- Skilled in modern office procedures and practices.
- Sound knowledge of English language for spelling and proper word usage.
- Knowledge of community and cultural issues, with focus on providing equitable service to all people while respecting diversity.
- Able to successfully attain (and maintain) a clear criminal record and vulnerable sector check prior to commencement of employment.

Key Competencies:

- Accountability and Reliability
 - Takes personal ownership and responsibility for the quality and timeliness of work, paying attention to small details to independently produce consistent high-quality results.
- Adaptability and Flexibility
 - Flexible and comfortable adapting to respond to changing conditions, priorities and work requirements. Handles multiple tasks simultaneously while sustaining a high level of attention and focus.
- Communication
 - Listens effectively to retain and relay accurate information received under stressful conditions, often with background noise. Speaks English clearly and concisely, communicating effectively verbally and in writing.
- Continuous Development
 - Recognizes the value of ongoing learning and development and takes steps to foster continuous learning and performance improvement.
- Decision Making and Problem Solving
 - Is able to analyze situations, diagnose problems and make effective decisions without hesitation in complex or ambiguous circumstances.
- Planning & Organizing
 - Organizes own time effectively and plans ahead to meet identified priorities.
- Professionalism
 - Works with the public and team members in a professional, empathetic, calm and courteous manner. Maintains confidentiality of information. Able and willing to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.
- Risk Management
 - Identifies and responds to internal and external risk factors, while consistently applying safe work practices to ensure the safety of self and others.
- Stress Tolerance
 - Maintains effective performance under pressure, exercising good judgement and making sound decisions in stressful and/or emergency situations, in a manner that is acceptable to others and the organization.
- Teamwork
 - Fosters effective working relationships by working willingly and cooperatively with team members to achieve group and organizational goals.

Education/Certification/Licences:

- Completion of Grade 12 or equivalent.
- Radio Operators Licence (Marine, Land or Aeronautical will be accepted).
- Must possess and maintain a valid BC driver's licence and produce and maintain a clean driver's abstract, as per City policy.

For External Hire:

- Basic proficiency in MS Word and Excel (65% minimum on administered exam).
- Occupational First Aid Level 1 (St. John Ambulance or equivalent).
- Clear RCMP Criminal Record & Vulnerability Check.
- Normal Hearing - Current satisfactory hearing audiometric test.
- Legally entitled to work in Canada.
- Achieve the pre-determined passing grade in Critical Testing.
- Achieve the pre-determined passing grade in Multitasking Skills and Abilities Testing.

- Achieve the pre-determined required results on Psychometric Testing.
- Pre-employment Physical Fitness Assessment.
- Pre-employment Medical Examination.

Preferred Training & Experience

- Experience as an Emergency Service Dispatcher.
- Recognized training for Emergency Dispatchers (i.e. College/University Certificate).
- Fire or other Emergency Services training/experience.
- Office and clerical experience.
- Fluency in multiple languages.

Environment/Working Conditions

- Changing work schedule and varying days off should be expected.
- Frequent exposure to stressful situations over the telephone and radio systems.
- Multitasking with multiple inputs and frequent interruptions.
- Sitting for extended periods at a console.
- Fast-paced environment requiring sustained attention and the ability to manage high-volumes of information.
- NOTE For Permanent Relief Employees: MUST be available to report to work on short notice to work all shifts, including evenings, weekends, holidays, and overtime (scheduled and emergency) as required.