

Dispatch Operations Coordinator, Wildland Fire Program Coordinator 1

Salary

\$62,892.00 - \$84,516.00 Annually

Location

Stevens County – Colville, WA

Job Type

Full Time - Permanent

Job Number

2025-3-6762-01868

Department

Dept. of Natural Resources

Opening Date

03/12/2025

Closing Date

4/2/2025 11:59 PM Pacific

Salary Information

The high end of the salary range, Step M is typically a longevity step

Description



Dispatch Operations Coordinator, Wildland Fire Program Coordinator 1

Recruitment #2025-3-6762

Full-time, Permanent, Represented position

Location: Northeast Region - Colville, WA

Salary: \$5,241.00 - \$7,043.00 Monthly

Review of applications is ongoing. We reserve the right to make a hiring decision or close this recruitment any time after 03/19/2025. It is in your best interest to submit materials as soon as possible.

Want to join something GREAT and make a difference?

Are you a motivated individual with a passion for helping your community? Wildland fire dispatchers are vital members of the public service and fire suppression efforts. The Northeast Washington Interagency Communications Center (NEWICC) is seeking a **Dispatch Operations Coordinator** to join our team. The person hired into this role will be responsible for providing timely and effective dispatching of personnel, equipment, and aircraft for fire suppression, as well as providing administrative support to the fire suppression program. The incumbent needs to have a wide variety of communication skills, as they will interact with numerous levels of managers, supervisors, and employees within the DNR, as well as, those within cooperating agencies (US Forest Service, Bureau of Land Management, Bureau of Indian Affairs, US Fish and Wildlife, National Park Service, National Weather Service, Washington National Guard, rural fire districts, etc.) and the general public.

The Dispatch Operations Coordinator at NEWICC is an Assistant Center Manager (ACM) overseeing the Dispatch Operations functional area. This position manages a staff of two year-round dispatch supervisors and eight seasonal initial attack (IA) dispatchers, as well as directing the work of federal dispatchers and detailers assigned to IA desks. This position coordinates the availability, dispatching, and usage of personnel and equipment between field units, districts and regions, and between fire suppression agencies (state and federal) served by NEWICC.

It is critical that the incumbent in this position have the confidence and ability to make decisions based on emergent situations, providing leadership and guidance to their dispatch team, and maintain their composure and professionalism working in a potentially high-stress environment. The ability to maintain situational awareness is crucial to ensure prioritization of incident response and resource allocation. Excellent attention to detail and prompt communication are necessary to ensure that fire management staff are apprised of emerging incidents and have the information needed to make critical management decisions. The incumbent must establish and maintain cooperative relationships with fire managers from multiple agencies.

The team at NEWICC works in a fast-paced, high-intensity environment during the fire season. This position requires the ability to be flexible and prioritize time and duties, as well as be organized and attentive to detail. Wildfire is a demanding profession at every level; as an Assistant Center Manager, you will likely be requested to work overtime or extended hours during periods of increased fire activity – e.g. during wind events, lightning storms, or when managing multiple incidents on the landscape – and may be scheduled to work holidays. The dispatch center is staffed seven days per week during peak fire season (mid-May through mid-October), so workweeks do not follow a typical Monday-Friday schedule.

Duties

Responsibilities:

- **Fire Preparedness & Response Coordination** – to include facilitating “closest forces” response principles to wildland fire initial attack; coordinating

with multiple agencies to ensure sufficient resource coverage throughout the dispatch area and identifying additional resource needs; managing initial attack dispatch staff and ensuring sufficient coverage in the dispatch center for predicted levels of fire activity; ensuring interagency standard operating procedures are updated and applied to initial attack dispatch; and working with dispatch supervisors to plan and implement training plans for seasonal dispatchers.

- **Interagency Collaboration** – to include establishing and maintaining cooperative working relationships with fire managers, duty officers, and administrators from multiple agencies served by the dispatch center (DNR, USFS, BLM, USFWS, BIA, NPS) as well as cooperators (local fire districts, contractors); working closely with the Forest Service Operations Coordinator to manage interagency (state and federal) dispatch staff.
- **Fire Reporting** – to include processing and completing fire reports, focusing on detail and accuracy, thus supporting the integrity of national fire data and statistics; tracking and processing fire investigation reports.
- **Support Other Functional Areas** – to include working collaboratively with the other NEWICC coordinators to ensure there is sufficient leadership in all functional areas – Aircraft, Logistics, and Intelligence in addition to Dispatch Operations; may assist with Logistics functions, such as placing and filling orders in IROC, talking to potential vendors about DNR pre-season agreements or federal VIPR contracting, and updating the local service and supply plan; may assist with Intelligence functions, such as compiling fire weather forecasts or updating NEWICC Facebook page; may assist with Aircraft functions, such as coordinating with aviation managers for aircraft response on wildfires when the Aircraft Coordinators are unavailable.
- **Administrative Support/Other Duties as Assigned** – to include answering and directing phone calls; providing accurate information to the public regarding burn restrictions and current fire danger ratings, which will require interpreting and explaining various levels of restrictions, bans, closures, or regulations; managing records retention schedules for fire documentation and responding to public disclosure requests; and assisting the center in maintaining reference materials.

Qualifications

Required Qualifications:

- Experience working with the Incident Command System (ICS).
- National Incident Management System (NIMS) training.
- Two or more years of progressively professional work in wildland fire suppression, wildland fire training, dispatch communications, or a closely related field.
- Knowledge of fire suppression principles and techniques, including resource capabilities and limitations.
- 2 years supervisory experience.
- Experience with Word and Excel, IROC, and computer-aided dispatch (CAD) programs, or equivalent resource ordering and tracking programs.

- Ability to prioritize and perform multiple tasks concurrently, handling interruptions appropriately.
- Ability to research and interpret complex rules, legal documents, plans, and contracts.
- Strong organizational skills.
- Commitment to fostering and supporting an environment that honors diversity, equity, inclusion, and environmental justice practices.
- Perform assigned duties in a manner consistent with applicable laws, regulations and public records retention and requests are followed.
- DNR Core Competencies:
 - Personal Accountability
 - Value Others
 - Compassionate Communication
 - Inspire Others
 - Commitment to Excellence

Special Requirements and Conditions of Employment:

- Position is assigned to the Northeast Washington Interagency Communications Center (NEWICC) in Colville, WA. Work is performed within a dispatch office environment where frequent interruptions, multi-tasking and stressful conditions are routine. Dispatch is a high pressure environment, and involves answering multiple radio/phone calls per day, under noisy conditions for extended periods without loss of concentration; sitting for 4 or more hours per day; working overtime on short notice to assist in emergency operations and accepting varying work schedules/shifts; following written and/or oral instructions; moving or relocating objects weighing approximately 30 pounds, with or without reasonable accommodation. While some tasks/duties may be eligible for teleworking, it is also critical that the incumbent is physically in the dispatch center during active fire season as essential personnel.
- Incumbent is expected to work Monday-Friday 0800-1630 during the winter months. Teleworking in the winter months is allowed as activity and workload allow. A schedule change of days (usually working Saturday and/or Sunday) and hours (0800-1700 or four 10s) during May through October is anticipated. Position requires a flexible work schedule as dictated by workload and fire activity. Incumbent may work overtime hours with monetary compensation during fire season. During fire season, work in dispatch is required for initial and/or extended attack incidents.
- Throughout the year, occasional travel is required to attend meetings and trainings throughout the region and state.

Desired Qualifications:

- High School diploma or GED equivalency.
- Experience utilizing Geographic Information Systems (GIS).
- Certification as an Initial Attack Dispatcher (IADP).
- Experience working as an Expanded Dispatcher.

- Knowledge of interagency fire preparedness and suppression management policies, practices, and procedures.

Don't let doubts stop you from applying for this position - If you have any questions about the required qualifications or how your experience relates to them, please contact us at DNRrecruiting@dnr.wa.gov. A note to potential candidates: Studies have shown that women, trans, non-binary, Black, Indigenous, and people of color (BIPOC) are less likely to apply for jobs unless they feel they meet every qualification as described in a job description. We value diversity and inclusion in our organization, and we are looking for the best person for the job. Don't hesitate to apply!

Supplemental Information

Application Requirements:

- **Apply online:** at www.careers.wa.gov (Click on the APPLY button above).
- **Letter of interest:** describing your specific qualifications to the position and position required, desired, and special requirements.
- **Resume:** that details your experience and qualifications.
- **References:** at least three professional references with current telephone numbers— you may attach a document, use the References text field in the online application, or include it with your resume.
- **Important:** Do not attach any documents that include photos or private information (social security number, year of birth, etc.).
- **Complete all supplemental questions.**
- Candidates who move forward in the recruitment process may be contacted via email at info@governmentjobs.com with interview information/scheduling instructions. Please monitor the email listed in your application materials and check your junk email folder to ensure you receive those communications.

Questions? Please contact Cedar Reimer at Cedar.Reimer@dnr.wa.gov / (509) 685-6900 or e-mail us at DNRrecruiting@dnr.wa.gov.

Persons needing accommodation in the application/testing process or this job announcement in an alternative format may call (360) 522-2500 or email DNRrecruiting@dnr.wa.gov. Applicants who are deaf or hard of hearing may call through the [Washington Relay Service](http://WashingtonRelayService.com) by dialing 7-1-1 or 1-800-833-6384.

About the Department of Natural Resources (DNR).

At DNR we approach our work through the lens of making Washington a better place environmentally and are dedicated to serving Washington's lands and communities through diversity, equity, and inclusion.

Our Vision – Our actions ensure a future where Washington's lands, waters, and communities thrive.

Our Mission – Manage, sustain, and protect the health and productivity of Washington's lands and waters to meet the needs of present and future generations.

Our Core Values:

- Safety and Well-Being —Our top priority is the safety of the public and our employees.
- Public Service —We value and respect the public we serve, and we value and respect the people of the Department of Natural Resources who step up to serve.
- Innovation and Creative Problem-Solving — We solve our state’s most pressing challenges through innovative thinking, dedication, and bold and creative vision.
- Leadership and Teamwork —We are committed to building leaders at all levels and building teams for success.

DNR provides excellent benefits, a few of which include:

- Commitment to organizational health and wellness
- Work/life balance
- DNR Employee Resource Groups (Diversity, Equity and Inclusion Council, Women’s Employee Resource Group, Veterans Employee Resource Group, etc.)
- Statewide Employee Business Resource Groups, [visit here to learn more](#)
- Leadership that empowers and supports employees
- Professional development opportunities
- Educational and career development aid
- Public Service Loan Forgiveness Eligibility
- Opportunities to participate in wildland fire suppression assignments
- A comprehensive benefits package that includes employer contributions toward health insurance, paid holidays, retirement plans, sick leave, and vacation days. Visit <http://careers.wa.gov/benefits.html> for more information.

Additional Information:

This recruitment may be extended and may also be used to fill future similar vacancies for up to sixty (60) days.

DNR does not use the E-Verify system. For more information, please visit www.uscis.gov.

Veterans wishing to claim Veteran’s preference please attach a copy of your DD-214, NGB-22, or other verification of military service. Please black out your social security number prior to attaching it. We thank you and are grateful for your service!

Equal Opportunity Employer: The Washington State Department of Natural Resources is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation, and gender identity diversity. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, veterans, military spouses or people with military status, and people of all sexual orientations and gender identities are encouraged to apply.

Once you submit your online application, you can check your status by logging into your account. If you experience technical difficulties creating, accessing or

completing your application call NEOGOV toll-free at (855) 524-5627 or email CareersHelp@des.wa.gov.

Employer

State of Washington

Address

[View Job Posting for Agency Information](#)

[View Job Posting for Location, Washington, 98504](#)

Phone

[View Posting for Agency Contact](#)

Website

<http://www.careers.wa.gov>