CANADIAN INTERAGENCY FOREST FIRE CENTRE INC.
CENTRE INTERSERVICE DES FEUX DE FORÊT DU CANADA INC.

POSITION DESCRIPTION

IDENTIFYING INFORMATION

POSITION TITLE: Fire Centre Manager	
STATUS: Full-time	
INCUMBENT:	
REPORTS TO: Director of Operations	
DEPARTMENT: Operations	LOCATION: Winnipeg
DATE: August 2019	REVISION DATE:

POSITION SUMMARY

Reporting to the Director of Operations, the Fire Centre Manager is a management position with the Canadian Interagency Forest Fire Centre Inc. (CIFFC) and is responsible for the management and operation of the CIFFC Coordination Centre.

The Coordination Centre provides service to its member agencies by facilitating national and international resource sharing, and gathering and disseminating national and international wildland fire information. The Fire Centre Manager must maintain a good working relationship will all levels of Fire Supervisors and Managers across Canada and at times represent the member agencies on specific national and international working groups and committees. The complexity of the position requires an extensive knowledge of wildfire operations and the ability to provide short and long term planning for the mutual aid coordination function of CIFFC. The Fire Centre Manager is also responsible to manage and maintain the CIFFC Fire Centre Evacuation and Relocation Plan.

The Manager is expected to be able to accept and assume responsibility, interpret policies and procedures of the organization, and make decisions in accordance with the established best practices. The Fire Centre Manager must be available to work weekends and extended hours. Travel will be required.

POSITION DUTIES & RESPONSIBILITIES

- Manage the operation of the CIFFC Coordination Centre ensuring continuous service throughout the Canadian wildland fire season and as required throughout the year to support international partners.
- Develop and manage Duty Officer, CIFFC Representative and Duty Officer Support rosters to ensure adequate coverage during both normal and high activity seasons.
- Provide leadership and direction to Duty Officers, CIFFC representatives and support staff in the execution of Coordination Centre service delivery.
- Develop, test and maintain an emergency relocation plan for coordination centre services.
- Implement existing operational procedures and protocols for the requesting, demobilizing, tracking, collating and administration of wildland fire resources.
- Support the development and implementation of the CIFFC Strategy Web-based Systems associated with the mobilization, tracking and demobilization of resources.
- Maintain a modern coordination centre employing innovative and practical technologies.
- Manage and maintain a CIFFC Coordination Centre manual.
- Coordinate the gathering and dissemination of national and international wildland fire information.
- Collaborate with the Science and Information Manager to maintain a modern, dynamic wildland fire situation and information reporting system.
- Work with the Director of Operations to help promote national and international cooperation within the wildland fire management community to foster resource sharing standardization.
- When requested, attend conferences, meetings and seminars to exchange technical information to enhance the furtherance of fire technology and resource sharing both nationally and internationally.
- Work with the Director of Operations and the Resource Management Committee to develop, maintain and implement national exchange standards.
- Lead the Coordination Working Group (CWG) with responsibility for the overall management, control, coordination, and execution of assigned projects.
- Conduct an annual review of the Implementation Guidelines of the Mutual Aid and Resource Sharing Agreement.
- Participate with the Director of Operations in an annual review of the Operating Plan of the Canada-United States Reciprocal Forest Fire Fighting Arrangement to increase efficiencies and standardize procedures.
- Manage the delivery of aircraft transport services through the CIFFC Aircraft Contract with responsibility for maintaining requesting, quoting and manifesting processes.
- Ensure aircraft invoices and charges are authorized; identify unauthorized charges and take corrective actions.
- Maintain working relationships with Canadian Government Operations Centre and Border Operations Centre officials to support protocols and procedures for importing and exporting international wildland fire resources.
- Responsible for all projects assigned, referring to immediate supervisor for information and appropriate involvement only for matters outside their scope, matters requiring higher level intervention, matters requiring policy formulation, or matters of significant interest or controversy.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND QUALIFICATIONS

- Graduated from a recognized university or college in Renewable Resource Management or an equivalent combination of education and experience
- Demonstrated knowledge in wildland fire organization, operations and resource dispatch
- Demonstrated ability to manage and make sound decisions when under pressure or stress
- Strong working and operational knowledge of CIFFC an asset
- Demonstrated proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Demonstrated proficiency in all areas of presentation design and delivery
- Demonstrated ability to effectively communicate (verbally and written) in Canada's two official languages (English and French) preferred
- Demonstrated ability to establish and maintain strong working relationships with stakeholders, both internally and externally
- Exceptional organizational and presentation (both written and verbal) skills
- Demonstrated ability to effectively manage multiple priorities and meet deadlines
- Demonstrated ability in taking initiative and work well under limited supervision
- Demonstrated ability to maintain confidentiality when dealing with private and sensitive information
- Demonstrated ability to manage change and achieve results
- Demonstrated ability to resolve conflict, problem-solve, and achieve consensus by fostering collaboration

SKILL AND COMPETENCY REQUIREMENTS

To perform the job successfully, the individual must demonstrate the following:

Integrity & Trust: Adheres to an appropriate and effective set of values during both good and bad times; acts in line with those values; champions the right values and disapproves of others; practices what he/she preaches; is widely trusted; is seen as a direct and truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain; acts with good intentions by telling the truth, taking responsibility, and following through on their commitments; models the values of the organization in all business activities.

Client Focus: Is dedicated to meeting the expectations and requirements of internal and external clients; gets first-hand client information and uses it for improvements in products and services; acts with clients in mind; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts; listens actively and objectively with patience and without interrupting; able to appropriately and professionally express one's opinion without getting defensive or creating conflict; establishes and maintains effective relationships with clients and gains their trust and respect; views colleagues and team members as internal clients and strives to contribute to the overall success of the team/department/organization.

Problem Solving: Demonstrates ability to break down abstract ideas, concepts, or complex problems into component parts for effective resolution; meets challenging problems with effective and practical solutions; asks good questions and probes sources for answers; skilled at analysis – looks beyond the obvious and doesn't stop at first answer; effectively separates facts from opinion and personal factors; evaluates risks and opportunities thoroughly and objectively; grasps concepts and their implications quickly; seeks out the probable causes of events and the consequences of action – uses process thinking; uses rigorous logic and methods to solve difficult problems; identifies & interprets the links between situations & information to formulate logical conclusions; demonstrates ability to identify problems and generate potential solutions.

Quality of Work: Completes tasks and responsibilities with close attention to details and accuracy to ensure quality and outcomes are achieved; monitors, identifies, and recommends practices and processes to continuously improve quality of work; is committed to delivering a quality product/service and to taking appropriate action to reduce errors; reliable and consistent; takes ownership for errors; demonstrates commitment to complete work in an ethical, efficient, and quality manner; understands the role that quality of work plays in client satisfaction; attentive to the accuracy of data and the contents of documents; committed to continuous improvement of business practices and to ensuring all product/service outcomes adhere to high standards of quality and excellence; checks own work thoroughly.

Adaptability: Demonstrates the ability to change behaviours or methods of approach when necessary to achieve a goal; adjusts style as appropriate to the needs of the situation; responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives; readily able to adapt to changing circumstances and understands and willingly appreciates different and opposing perspectives by encouraging ideas/concepts to be challenged and discussed; adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment; continues to make effective decisions and acts without having the total picture fully clarified; adjusts own behaviours go work efficiently and effectively in light of new information and/or changing situations.

Inspiring Others: Creates a climate in which people feel cared for and want to do their best; effective at motivating and inspiring direct reports and team/project members; understands what motivates others and uses that information to get the best out of that person; empowers others; invites input from each person and shares ownership and visibility; gives credit where credit is due; makes each individual feel their work is important; inspires people; demonstrates emotional intelligence (i.e. is a settling influence to others when under pressure; is empathetic, understanding, and compassionate to others; inspires hope and optimism in others); is someone people respect and enjoy working for and with.

Building Effective Teams: Promotes cooperation and collaboration between individuals and groups; fosters a climate of mutual accountability within team settings to achieve group results; creates strong morale and team spirit within their team; shares wins, successes, and credit for team results; creates an environment of open dialogue and transparency; defines success in terms of the whole team; demonstrates inclusivity of others; ensures all direct reports understand their roles, responsibilities, and contributions; demonstrates supportive behaviours, encourages team to ask for help and development; addresses and resolves underlying problems (i.e. processes, personalities, conflicting goals, etc.) that affect team productivity and morale.

Drive for Results: Tenacious pursuit of results and productivity; committed and dedicated to achieving organizational objectives; counted on to meet goals; strives to optimize the utilization of time and resources and to overcome obstacles or disruptions that might otherwise detract from achieving goals; steadfastly push themselves to achieve results; sets challenging but realistic objectives for self and others; helps others to sustain a clear sense of purpose in the face of conflicting demands and work pressures; sees projects through to completion; brings discussions and issues to closure, clarifies commitments at the end of a meeting or discussion to ensure clarity around commitments and to establish accountability; effectively delegates tasks and responsibilities to appropriate team members in order to achieve targets.

Planning & Organizing: Demonstrates the ability to establish a systematic course of action for self and others to ensure accomplishment of specific objectives; sets priorities, goals, and timetables to achieve maximum productivity; works with direct reports in establishing SMART goals that align with organizational goals; knows status of one's own work and work of direct reports at all times; spends time and the time of others on what's important to the overall productivity of the organization; operates with a clear plan of action; organizes workday by setting priorities with an appropriate sense of what is important and plans with an appropriate and realistic sense of the time demand involved.

Timeliness/Priority Management: Uses time effectively by setting priorities and limiting interruptions or distractions; thoughtfully sets priorities around organization's needs and concentrates effort accordingly; avoids low-priority items and/or eliminates such work altogether; meets time schedules and deadlines; demonstrates good work habits to ensure optimal use of time and efficiency; is able to prioritize work using judgment and understanding between urgency of task and importance of task; values their time and the time of others; gets more done in less time than others; is highly efficient and resourceful; sets priorities, goals, and timetables to achieve maximum productivity; is able to effectively manage multiple priorities in order to meet agreed-upon deadlines.

Emotional Intelligence: Effectively controls emotions when under stress/pressure; maintains composure and does not become defensive when challenged; is a settling influence to others when under pressure; empathetic, understanding, and compassionate to others; mindful of own and other's facial expressions, body language, and verbal tone; inspires hope and optimism in others.