



CITY OF  
PRINCE GEORGE

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# ROLE DESCRIPTION

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**JOB TITLE:** ASSISTANT CHIEF COMMUNICATIONS OFFICER

**DIVISION:** FIRE & RESCUE SERVICES      **SCHEDULE:** EXEMPT

**DEPARTMENT:** PUBLIC SAFETY

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## **JOB SUMMARY:**

Reporting to the Chief Communications Officer (CCO), the Assistant Chief Communications Officer (A/CCO) is responsible for the overall supervision of Fire Operations Communications Centre. The A/CCO works closely with the CCO in all aspects of FOCC management and supervision, and provides input, recommendations, and feedback on a variety of operational and staffing matters. The incumbent assists with the planning, organizing, administration and operation of the Fire Operations Communications Centre and has direct responsibility for scheduling, setting priorities, ensuring appropriate training, and acting as a resource to FOCC and Prince George Fire Rescue Services staff. The A/CCO regularly liaises with Fire/Rescue Agencies' Chief Officers, Fire Department members, partner agencies, and various provincial, regional and municipal representatives. The A/CCO promotes the efficiency of the branch and holds shared responsibility for overseeing all fire dispatch training. In the absence of the CCO, the incumbent takes full responsibility for all FOCC functions. This role requires the ability to make independent decisions and taking action when necessary, often under tight deadlines or during critical emergency incidents.

## **MAJOR RESPONSIBILITIES:**

The incumbent is responsible for providing leadership and daily supervision to FOCC dispatchers. This involves monitoring workflow, setting priorities, scheduling staff and finding replacements as necessary, approving requests for time off, preparing and recording vacation schedules, coordinating staff meetings, providing guidance on less routine situations, and ensuring that all departmental procedures and policies are adhered to. The incumbent participates in the hiring process for FOCC staff, ensures that every employee receives an orientation, promotes a safe workplace and ensures that all established safety procedures and protocols are followed.

The incumbent has shared responsibility for identifying, implementing and overseeing all fire dispatch training, and works closely with the FOCC Team Leads to ensure that new employees are trained appropriately. The incumbent appraises employee performance and mentors staff to achieve optimum performance in accordance with the FOCC Competency Based Management Program and quality assurance standards, FOCC guiding principles and service delivery standards and expectations. The A/CCO analyzes and interprets relevant information related to fire and dispatch trends and service delivery, makes recommendations for improvements and/or enhancements to the service, and develops and implements new or improved workplace practices and procedures.

The A/CCO provides feedback to management regarding day-to-day performance standards and works collaboratively with the CCO to develop, review and update Operational Guidelines. The incumbent prepares and maintains a variety of manuals, reports, records and procedures and ensures that these are communicated to staff in a timely and efficient manner.

The incumbent represents the FOCC by liaising with client Fire Departments, Fire/Rescue Agencies' Chief Officers, partner agencies, and various municipal, regional and provincial government representatives. The A/CCO liaises with service providers to maintain ideal operational condition of FOCC equipment and technology, including PGFRS radio and computer systems, and reports any issues to the CCO as appropriate.

The A/CCO works as a member of the overall Fire & Rescue Services management team, and actively supports and champions a variety of organizational initiatives and priorities. The incumbent works on a variety of special projects, as assigned.

### **QUALIFICATIONS:**

**Education & Experience:** Completion of Grade 12. A post-secondary undergraduate degree in a related discipline is desirable. A minimum of eight years of directly related experience in a public safety role (fire, police or ambulance) including a minimum of three years' supervisory experience, preferably gained in a fire, police, or ambulance dispatch environment. Experience in a teaching or training role is desirable.

Experience working with and troubleshooting technical issues with computer and public safety communications technology including Computer Assisted Dispatch systems and Records Management Systems is required. Successful completion of an audiology exam in accordance with NENA Hearing Standards for Public Safety Telecommunicators.

**Knowledge and Skills:** The ability to lead, train and supervise staff. Exemplary and proven listening, verbal and written communications skills. Demonstrated initiative and the ability to work in an independent, self-directed manner. Strong organizational and time management skills. Strong independent judgment and ability to effectively solve problems and make decisions. Aptitude for understanding technical information and processes. Demonstrated aptitude to learn new technologies and teach to others. Considerable knowledge of applicable legislation and procedures. Knowledge of fire suppression and operations. Considerable knowledge of the City of Prince George including locations of major buildings, complexes, and landmarks, streets, and thoroughfares. Considerable knowledge of the geography of the 911 service area which includes a vast expanse of BC, demonstrated map-reading capability, and knowledge of GPS systems and map data applications. Superior concentration. Ability to work effectively under, and make quick decisions in, situations of significant stress. Demonstrated ability to deal courteously, tactfully and diplomatically with members of the general public, including internal and external customers. Excellent interpersonal skills and ability to build and maintain cooperative working relationships with FOCC staff members, other Fire Services personnel, representatives of other organizations, and a variety of City employees. Exceptional ability to self-motivate. Ability to function equally well under close supervision or a minimum of direction and supervision. Must possess a clear voice without a strong accent or speech deficiencies. No hearing deficiencies. Ability to work within, and contribute to, a proactive team environment. Demonstrated commitment to customer service. Knowledge of, and demonstrated competency with, computer systems and applications

related to the profession and environment, including the use and maintenance of databases and Computer Aided Dispatch software as well as Microsoft Office applications including Word, Excel, Outlook and PowerPoint. Knowledge of Work Safe BC regulations, occupational hazards and safe work procedures as it relates to the position, including, but not limited to: bullying, harassment, working alone, and other significant hazards.

Valid BC Driver's license: Yes  
Vehicle Usage: Yes.  
Police Information Check: Yes. Must be able to obtain and maintain a clear RCMP Police Information check for offences related to the position.

Prepared by: M. Dupas, S.Young  
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