

Chatham-Kent Police Service
Notice of External Posting
#029 - 2019

Position: Emergency Communications Operator – Part Time

Department: Emergency Communications Centre

Supervisor: Emergency Communications Supervisor & Manager

Work Location: Chatham-Kent Police Headquarters – Chatham, ON

Qualifications:

- Good Communication and Interpersonal skills
- Good working knowledge of excel and Microsoft word programs; computer skills.
- Analytical skills for efficient and quality decision making requirements for Communicators, decipher information for establishing priorities for Service in police/fire operations
- Conflict resolution skills
- Good moral character.
- Self-motivated
- Able to deal with stressful situations/environment.
- Exhibit self-control of emotions
- Reliable attendance.
- Able to work as a team member
- Able to work under minimum supervision.

Applicant Process:

- Must successfully complete job specific testing
 - Multi-task testing minimum 70% required,
 - Written Exam; CK geography, spelling, vocabulary, memory retention, general municipal knowledge, written; minimum 70% required
 - Typing – minimum 50 words per minute.
- Successful applicants will be required to provide a valid hearing certificate that indicates minimal status as normal at their expense.
- Successful applicants will be required to submit and pass, psychological testing, expense incurred by Service.

Beneficial:

- Previous communication experience
- Knowledge of CPIC, Intergraph CAD/NICHE RMS system.
- OPC courses for CPIC, Communications.
- Valid Certificate in First Aid and CPR.

Hours of Work:

- Schedule as needed, no posted minimum hours; backfilling for full time leave and call in shifts.
- Rotating shifts; days and nights
- Flexibility of hours; shift work, holidays, weekends

Employment Requirements:

- Demonstrate and maintain competencies defined by the Ministry of Community Safety and Correctional Services Standards for a Communicator – Regulation 3/99.
- Meet and maintain performance measures established for call taking, police and fire dispatch responsibilities
- Meet contractual obligations for hours of work assignments
- Reliable attendance
- Some training may require travel

Duties:

- Initial call taker for 911, Emergency, Fire and Non-Emergency telephone calls.
- Collect necessary information from a caller in order to assess the situation to facilitate the appropriate emergency service response in accordance with Policies/Procedures in a timely and professional manner.
- Direct entry of information relative to incident as required.
- Dispatch/communication responsibilities
- Function in a team environment under stressful conditions to achieve communication goals/strategies.

Resume:

- Email resume not accepted
- Drop off resume package at HQ or mail is accepted
- Screen shot of applicants typing test to be included with resume from <https://www.typingtest.com/>

Salary range:

Hourly Rate: (\$35.00 per hour) plus 4% vacation pay

Start Date:

To be determined

Closing Date:

Friday November 22nd, 2019 at 09:00 hrs.

Resumes forwarded to:

Chatham-Kent Police Service Headquarters
Attention: A/Staff Sergeant Jason Chickowski
24 Third Street, PO Box 366
Chatham, Ontario N7M 5K5

Testing Date:

Anticipated late December