



“Committed To Making Chatham-Kent the Safest Community in Ontario”

## The Chatham-Kent Police Service

### Notice of External Posting

#016-2020

### Emergency Communications Operator

*(No Current Job Opening; Recruitment for 2021 Vacancies)*

**About Chatham-Kent Police Service:** is dedicated to making Chatham-Kent the safest community in Ontario. In partnership with our citizens, we will serve and protect our community with integrity, fairness and courage.

#### Our Core values

We, the members of the Chatham-Kent Police Service believe in:

Meaningful **community partnerships** with the people we serve;

**A safe community** where the **protection** of life and property are valued and preserved.

#### We are:

**Compassionate** for all in need;

**Honest** in our interactions with each other and the members of our community;

**Fair, equitable and impartial** at all times;

**Respectful** to each other and to the persons we protect and serve;

Dedicated to open **communication** within our organization and with our community,

#### We believe in:

Being **approachable and understanding** of community needs and issues;

Being **professional** in our duty and committed to **improvement** through lifelong learning;

Having a **positive attitude** in our dealings with each other and our communities.

Promoting **teamwork** within our Service and with members of our communities to achieve our mutual goals, making use of diverse skills, abilities, roles and views.

#### Job Description:

##### General Responsibilities:

- 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.

**Qualifications:**

- Minimum completion of Grade 12 education or equivalent;
- Good Communication and Interpersonal skills
- Able to make sound decision within confines of policy/procedural framework
- 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
- Well-developed keyboarding skills; minimum 50 wpm

**Beneficial:**

- Previous communication experience
- Knowledge of CPIC, Intergraph CAD/NICHE RMS system
- OPC courses for CPIC, Communications
- 2 year college diploma or telecommunication certificate or equivalent
- Valid Certificate in First Aid and CPR

**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

**Police Information Search (criminal reference check):**

Because of the environment this position will be working in, a Police Information Search (criminal reference check) will be requested from the applicant upon reaching a certain level in the application process.

**Occupational Safety Responsibilities:**

The Occupational Health and Safety Act (OHSA) clearly articulates worker responsibilities (reference Sections 28 of the OHSA and Safety Policy #HS-001, "Individual Responsibilities").

The following list of responsibilities is designed to identify some of the primary responsibilities. It does not provide the exhaustive list of legislated responsibilities:

**Workers shall:**

- Comply with the OHSA and applicable Safety Regulations
- Use or wear the equipment, protective devices or clothing required by the employer
- Report any defects in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker
- Report any contravention of the OHSA or Regulation or the existence of any hazard of which he or she is aware to his or her supervisor
- Not operate equipment/machinery without being given the proper instruction and authority
- Not remove or make ineffective any protective device required by the regulations or by his or her employer, without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately
- Not use or operate any equipment, machine, device or thing or work in a manner that may endanger himself, herself or any other worker
- Not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct

- Actively participate in worker safety education

**Physical and/or Safety Requirements:**

The person of this position will be required to move and lift some materials and be physically fit.

**Hours of Work:**

- Various Contract conditions
- Scheduled as needed, call in relief
- Rotating shifts
- Flexibility of hours; shift work, holidays, weekends
- Minimum work 9hrs a week for skill requirements; can work up to 80hrs in a 2 week pay period.

**Compensation:**

Current salary rate 2020 \$35.13 plus 4% vacation pay

**Start Date:**

To be determined – no current vacancy

**Applicant Process:**

- Must successfully complete job specific testing
- Successful applicants will be required to provide a valid hearing certificate that indicates normal hearing as minimum requirement; test at own expense
- Successful applicants will be required to submit and pass, psychological testing, expense incurred by Service.

**Resume Requirements:**

- Email resume not accepted
- Include full name and date of birth
- Drop off resume package at HQ accepted
- Include email for contact in resume
- Screen shot of applicants typing test results to be included with resume from [www.typingtest.com](http://www.typingtest.com)

**Job Testing:**

To be determined

**Applying:**

Applicants interested in the above position are asked to submit a resume to the address below.

**Applications must be received by 9:00 am on Thursday, December 31, 2020**

Chatham-Kent Police Service Headquarters 24 Third Street,  
P.O. Box 366  
Chatham, ON N7M 5K5

**Attention: Sheri Somerville, Manager ECC**

*Administration maintains the right to candidate selection and posting duration based upon organizational objectives, goals and long term planning initiatives. Personal information collected under the authority of the Municipal Freedom of Information and Protection of Privacy legislation will be used strictly for candidate selection. Should you require accommodations during the recruitment process, please contact [larissaj@chatham-kent.ca](mailto:larissaj@chatham-kent.ca). We thank all candidates in advance; however, only those candidates selected for an interview will be contacted.*