

**Chatham-Kent Police Service**  
**NOTICE OF INTERNAL/EXTERNAL POSTING**  
**# 027- 2021**

**Position:** Emergency Communications Operator  
Permanent Part-Time

**Department:** Emergency Communications Centre  
Administrative Support Branch

**Supervisor:** Manager - Emergency Communications Centre

**Qualifications:**

- Minimum completion of Grade 12 education or equivalent;
- Must be fully vaccinated (2-doses minimum) against COVID-19 (proof will be required if moving through process)
- 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

**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.

**Beneficial:**

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

**Hours of Work:**

- Scheduled as needed, call in relief with 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.

**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
- Complete contractual probation period for Communicators

**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 Requirements:**

- Include full name and date of birth
- Include email address
- Screen shot of applicants typing test results to be included with resume from [www.typingtest.com](http://www.typingtest.com)

**Salary range:** Current salary rate 2021 (\$36.36/hour plus 4% vacation pay)

**Start Date:** January 2022

**Closing Date:** December 10, 2021 at 09:00hrs

**Resumes and Typing results are to be EMAILED to the below:**

Sheri Somerville  
Manager – Emergency Communications Centre  
[sheris@chatham-kent.ca](mailto:sheris@chatham-kent.ca)

**NOTE:** ADMINISTRATION MAINTAINS THE RIGHT TO CANDIDATE SELECTION AND POSTING DURATION BASED UPON ORGANIZATIONAL OBJECTIVES, GOALS AND LONG TERM PLANNING INITIATIVES.

November 2021