# Chatham-Kent Police Service

**NOTICE OF INTERNAL/EXTERNAL POSTING**

# #xxx-xxxx

**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

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## 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:

* **Resume requirements contained in one document**
* Include full name, address and date of birth
* Include email address & contact number
* 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 2023 ($37.97 /hour plus 4% vacation pay)

Options for Health Benefits or 15% in lieu

**Start Date:** To Be Determined

**Closing Date:** March 22, 2023,at 09:00hrs

## Resume and Typing results are to be EMAILED to the below:

Sheri Somerville

Manager – Emergency Communications Centre 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.*

March 2023