

Chatham-Kent Police Service
NOTICE OF INTERNAL/EXTERNAL POSTING
#021-2023

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;
- 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; cost to be split with the 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:

- **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

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: Friday December 29, 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.*