



# Chatham-Kent Police Service

## INTERNAL-EXTERNAL JOB POSTING #023-2024

**Position:** Manager - Emergency Communications Centre (ECC)

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

**Pay Grade:** Grade 9b (\$100,362.88 - \$113,486.71)

**Reports to:** Inspector, Administrative Support Branch

**Work Location:** Chatham-Kent Police HQ or Backup ECC - Chatham

**Hours of Work:** Monday through Friday, 40 hours per week

### Essential Qualifications:

- Must possess a university degree, in the related fields of management, public administration or business.
- Possess a minimum of 5-7 years of supervisory and management experience in a high stress, fast-paced environment.
- Proven experience in a leadership role, demonstrating team building skills, and the ability to manage a team, handle stressful situations and make critical decisions. Along with the proven ability to provide a flexible team environment with changing priorities.
- Proven experience in a business environment with research, analysis, report writing, budget management, interpreting and applying legislative changes, human resource management, presentation, and media relations skills.
- Proven experience overseeing an annual operating budget.

### Beneficial Qualifications:

- Experience with an emphasis on overseeing emergency communications and projects.
- 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.
- Good moral character
- Self-motivated

*“Service Above Self”*



- 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 with stressful situations/environment.
- Exhibit self-control of emotions
- Reliable attendance
- Able to work as a team member.
- Able to work under minimum supervision.

### **General Responsibilities:**

Under the supervision of the Manager of Corporate Services and the Inspector of Administrative Branch, the Emergency Communications Centre (ECC) Manager will oversee and manage all areas of the Emergency 911 Centre operations, including ensuring adequate and efficient staffing, handling of all complaints, monitoring departmental policies and procedures, evaluations of personnel, training of new personnel, and liaison with all necessary internal and external individuals and agencies.

### **Specific Responsibilities:**

- Foster a harmonious working environment, which incorporates teamwork, mutual respect and supports integrated emergency management.
- Management of ECC personnel and ensure compliance with ECC measures and Key Performance Indicator (KPI) framework.
- Regular supervisor reviews to ensure standards are consistent.
- Oversight of recruitment and management of vacancies, as well as performance development processes and disciplinary procedures.
- Monitor duty schedules, shift changes, annual leave, and special time off to always ensure adequate and efficient staffing of the ECC.



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- Report on all complaints, both external and internal to the Manager of Corporate Services and/or Inspector of the Administrative Support Branch.
- Complete requests for Audio/Radio/CAD reports and submit to Digital Evidence Management (DEMS) for disclosure.
- Monitor and recommend changes to update policy and procedures concerning the ECC.
- Oversee the evaluations of all ECC personnel, including the direct evaluations of Supervisors.
- Co-ordinate training courses and seminars alongside the ECC trainer and ensure that new Communicators are adequately trained and equipped as compliant takers/dispatchers, prior to performing those functions and for consistency with the adequacy standards.
- Participate in performance reviews of new hires and performance improvement procedures.
- Create ECC forecast and research any new developments within the Emergency 911 field, make recommendations and implement approved changes where applicable.
- Anticipate and identify opportunities for organizational improvement. Develop plans to manage change and monitor and evaluate the impact of change.
- Require flexibility and the ability to work irregular and/or extended hours to meet the operational needs of the service.
- Participate in organizational strategic planning activities including disaster recovery or the transition to backup ECC.
- Create monthly and annual reports in accordance with KPI framework and mandatory service levels.
- Provide advice and guidance to Senior Leadership regarding areas to develop and improve and changes to mandatory, compliance and regulatory standards.
- Approve reports, supervisor Quality Assurance forms, attendance records and all internal systems related to payroll and/or performance measures.
- Liaise with Chatham-Kent Fire and Emergency Services administration regarding operations and procedural matters concerning Fire dispatch and amend practices as required and approved by the Inspector of the Administrative Support Branch.
- Liaise with all external agencies as it relates to communications and the ECC, including equipment and back-up systems maintenance testing.
- Liaise with Technology Services regarding Computer Aided Dispatch (CAD) and related equipment.

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- Create CAD profiles, changes & updates.
- Serve on various external committees, as required.
- Participate in the long-range planning of the radio communication system as it relates to liaison with the corporate radio system manager and current suppliers, equipment acquisition, and Industry Canada licenses.
- Forecast budget requirements for long range planning initiatives.
- Must remain current and comply with all Service Directives, Memorandums, policies and procedures.
- Must be familiar with the Chatham-Kent Police Services Strategic Plan and the stated objectives of the Chatham-Kent Police Service.
- Remain current on issues pertaining to human rights and accommodation and comply with the provisions of the Ontario Human Rights Code.
- Maintain knowledge of and comply with legislation and Service policies related to harassment, discrimination, and incorporating human rights into day-to-day work.

**Start Date:** September 2024

**Closing Date:** Friday August 23, 2024 at 09:00 hours

**Resumes can be submitted directly  
by e-mail to:**

Staff Sergeant Kate McArthur  
Corporate Services  
[katem@chatham-kent.ca](mailto:katem@chatham-kent.ca)

**NOTE:** *The Chatham-Kent Police Service is an equal opportunity employer, committed to fair and accessible employment practices that attract and retain talented employees in a workplace that is inclusive, supportive, and reflective of the diverse community we serve. We maintain the right to candidate selection and posting duration based on organizational objectives, goals, and long-term planning initiatives, contingent upon the needs of the service as require.*

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