



Chatham–Kent Police Service

EXTERNAL JOB POSTING #009-2026

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| Position: | Experienced Emergency Communication Operator (ECO) Full-Time |
| Rank/Level: | Civilian, Grade 3b. (\$85,469.44 - \$96,608.71) As per the collective agreement, 2026 rates. |
| Department: | Communication Centre, Administrative Support Branch |
| Reports to: | Emergency Communications Centre Manager / Supervisor |
| Work Location: | Chatham-Kent Police HQ or Alternative ECC |
| Hours of Work: | 12-hour shift rotation; Platoon assignment. |
| Revised On: | 2026/04/02 |

Purpose:

The Emergency Communication Operator (ECO) functions as the initial call taker for 911, Emergency, Fire, EMS and Non-Emergency telephone calls. The ECO also functions as a Police dispatcher, Fire Dispatcher, fields CPIC/RMS queries, and provides support to Patrol Platoon.

Core Responsibilities:

- Collect necessary information from a caller to assess the situation to facilitate the appropriate emergency service response in accordance with Policies/Procedures in a timely and professional / courteous manner.
 - Exhibit professionalism and composure in high-pressure situations.
- Enter information into the Computer Aided Dispatch (CAD) system relative to the incident as required.
- Dispatch responsibilities of police or fire units and communication with service units and personnel as required, and the required entry of activities into CAD.
- Maintain and ensure effective radio communication with police officers and firefighters.
- Acquire and direct requested resources to scenes, areas, operations or events as needed.
- Regularly evaluate situations and adjust priorities based on new information.
- Canadian Police Information Centre (CPIC) and Records Management System (RMS) queries as requested.
- Able to meet and maintain core competency skills identified for Communicators by Ministry Standards – Regulation 3/99
- Perform other duties as assigned.

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Essential Qualifications:

- Experienced Police Dispatcher who has successfully completed the training program by a Police Service in Canada, preferably Ontario.
- A minimum of two (2) years of Police Dispatch experience.
- Must be eligible to work in Canada.
- High school diploma or equivalent required.
- The capacity to hear and convey information accurately, utilizing various communication tools such as Computer Aided Dispatch, TTY, portable radios, and telephones.
- Excellent communication skills that ensure information is delivered accurately and concisely.
- Strong coordination skills for managing multiple computers and tasks simultaneously.
- Active listening skills are crucial for effective call-taking and dispatching.
- The capability to meet job responsibilities while ensuring public safety.
- Proficient in handling high stress and rapid situations while maintaining composure.
- Stay calm, think critically, and make swift, impactful decisions.
- A thorough understanding of work-life balance helps in reducing stress.
- Skilled at communicating with individuals in crisis and excelling in high-pressure settings that demand problem-solving, sound judgment, conflict resolution, teamwork, and collaboration.
- Must be able to successfully complete job specific testing
 - Must successfully complete an experienced Communicator in-house training program, with both classroom and practical training components.
 - Meet contractual obligations for hours of work assignments with reliable attendance. This includes working shifts, including nights, weekends, and holidays.
 - Ability to learn and adhere to established CKPS policies and procedures while demonstrating sound judgment within those frameworks.
 - CK geography, spelling, vocabulary, memory retention, general municipal knowledge.
 - Typing – minimum 40 words per minute
 - Complete contractual probation period for Communicators.
- Successful applicants must provide a valid hearing certificate that indicates normal hearing as a minimum requirement; test at their own expense.
- Successful applicants will be required to submit to and pass psychological testing at the expense of the Service.
- Good working knowledge of excel and Microsoft word programs, computer skills

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Beneficial Qualifications:

- Familiarity with Hexagon computer-aided dispatch (CAD) and NICHE record management systems.
- Completion of a recognized Public Safety Communications Course.
- Completion of an APCO Telecommunicator or Fire Communications Course.
- Knowledge of the geography and roadways of Chatham-Kent.

Competencies:

Complexity of Decision Making:

- Make quick and informed decisions regarding the dispatch of emergency services based on the information collected and in accordance with established practices/procedures.

Problem Solving:

- Analyze and assess situations and determine the best course of action to facilitate appropriate emergency responses in accordance with procedures and practices.

Impact of Action:

- The Emergency Communications Operator must prioritize the safety of individuals in emergency situations, ensuring that timely and appropriate responses are initiated to prevent or minimize harm. Decisions made can result in serious injury or discomfort to others.

Working Relationships:

- The role often involves dealing with challenging, specialized, or emotionally charged situations. The Emergency Communications Operator must be equipped to manage these interactions with empathy and professionalism. When communicating with distressed callers, the Emergency Communications Operator should provide reassurance while gathering necessary information, demonstrating both understanding and authority.

Leadership:

- Primarily responsible for own time and work but may orient others to established processes and procedures.
- Works independently to complete tasks, though tasks may require the incumbent to coordinate with others (ex. When dispatching emergency services).

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Accountability for Resources:

- The Emergency Communications Operator must assess the needs of each situation and allocate resources accordingly. This includes determining the appropriate number of personnel required for specific tasks and which branch of emergency response will be required for the situation.

Physical Demands:

- Work requires the incumbent to engage in light physical efforts (those required of a typical office job) on a regular basis.

Sensory Demands:

- The role demands the capacity to handle multiple tasks concurrently, such as managing incoming calls, actively listening to the caller, entering data into systems, and coordinating with emergency services.

Working Conditions:

Physical Hazards:

- Work is primarily done in an indoor office environment where access is restricted to authorized personnel only and physical hazards are limited.

Psychological Hazards:

- The job may be exposed to profanity/rudeness when dealing with the public (<25% of the time).
- The job may be exposed to verbal abuse when dealing with the public (<25% of the time).
- The job is exposed to a variety of emergency situations via the phone that may include details/descriptions that are traumatic or could cause psychological distress (<25% of the time).
- Able to deal with stressful situations/environment. Exhibit self-control of emotions.

Travel and Hours:

- This job works a combination of day and night shifts that vary from week to week.
- 12-hour shift rotation; Platoon assignment.
- Flexible - ability to work various hours and shifts, sometimes short notice.

Resume Requirements:

- Resume requirements are contained in one document.
- Include full name, address and date of birth.
- Include email address & contact number.
- Screenshot of applicants' typing test results to be included with resume from www.typingtest.com

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Start Date: To be determined.

Closing Date: Monday, April 27, 2026, at 09:00 hours

Resumes and typing results can be submitted directly by email to:

ECC Manager, Amy Dawson

CKPScareers@chatham-kent.ca

NOTE: *The above job description outlines the principal functions of the job identified and shall not be considered a complete description of all the work requirements that may be inherent in this job.*

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 required.

As members of the Chatham-Kent Police Service (CKPS), all employees are expected to embody the values of CKPS every single day. Each member is required to demonstrate integrity in their work, ensuring that ethical standards are consistently upheld while conducting themselves with honesty and fairness, which serve as the guiding principles for all actions and decisions. Furthermore, every member is responsible for delivering the highest quality of service to the community. This commitment requires maintaining honesty and professionalism in all interactions, fostering trust through accountability, and approaching each engagement with understanding and empathy.

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