



ORANGEVILLE POLICE SERVICE

390 C Line Orangeville, Ontario L9W 3Z8 Ph: 519-941-2522 Fax: 519-941-0089

External Posting

Experienced Part Time Communicator/911 Operator

Posting Date: June 5, 2019
Start Date: To be determined (Immediately upon selection)
Posting Closing Date: June 14, 2019
Contact: Sergeant Jason Moore

Responsibilities: The Orangeville Police Service is looking for an experienced part time communications operator and call taker to join our team. This person must be flexible and available to work, on short notice, scheduled 12 hour shifts in the Communications Centre. Shifts consist of days, nights, weekdays, weekends and holidays. This individual will be working in partnership with another operator to receive incoming 911 calls for police and fire, as well as non-emergency calls from the public. They will initiate and coordinate the required police and fire response to the complaint and/or direct them to the appropriate agency or department to deal with their complaint. The candidate will have the skills to effectively operate the various computerized communication consoles and associated equipment. They will receive, assess and relay information from the public to police or fire personnel in a courteous, accurate and expedient manner as well as relay that information back to the public in the same professional manner. The candidate must be able to multitask and maintain radio contact with a varying number of police officers and firefighters; organize and prioritize calls for service according to their emergent nature and maintain composure and professionalism during high stress emergency situations. There are also clerical and administrative duties as assigned.

Compensation: In accordance with the schedules as set out in the current Collective Bargaining Agreement.

Qualifications: **Experience in dispatching and/or call taking in an emergency services environment is sought.**

Education: Ontario Secondary School Diploma. Knowledge of standardized office procedures and processes.

The applicant must have excellent keyboarding skills and the ability to multi-task in a high stress environment. They will also be required to successfully pass the CitiCall aptitude testing. Candidates will be using the Computer Aided Dispatch (CAD) and Microsoft Office product skills at a demonstrated high level of accuracy. Familiarity and experience with C.P.I.C., Niche RMS, the Criminal Code of Canada and the Provincial Offences Act are considered an asset.

Work Environment: Semi-restrictive environment, with scheduled breaks and lunches, dependent upon workload. Workload may include a rapid pace and require intense concentration for extended periods of time. The operator must be able to operate a console and a computer terminal for the entire shift. The nature of the calls for service may dictate a high stress environment with exposure to difficult situations.

Resumes will be accepted up to 4:00 p.m. June 14, 2019 by e-mail (jmoore@orangevillepolice.ca) or delivery to: Orangeville Police Service, Attention: J. Moore, Support Services Sergeant, 390 C Line, Orangeville, Ontario L9W 3Z8.

The Orangeville Police Service is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. All personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act. Questions about this collection should be directed to the attention of the Staff Sergeant of Administration at 390 C Line, Orangeville, Ontario L9W 3Z8.