



## FULL-TIME 911 COMMUNICATION OPERATORS (COMPETITION NO.: POL-2023-08)

<b>Posting Date:</b>	November 23, 2023	<b>Closing Date:</b>	Open Posting
<b>Department:</b>	Timmins Police Service	<b>Hours per Week:</b>	Full-Time
<b>Benefits Entitlement:</b>	Yes	<b>Pension Entitlement:</b>	Yes (Employer Matched Contributions)
<b>Salary:</b>	\$62,182 - \$77,815 (2023)	<b>Union:</b>	Civilian Members

### Position Summary

The Timmins Police Service is seeking high caliber applicants who can meet the demands of our community, our officers, and fellow Communication Operators. Successful applicants will be working in a high stress, interactive team setting, performing the roles of Call Taker and Dispatcher.

### General Duties

The Communication Operator is comprised of call-taking and dispatching emergency calls for service for Police, Fire and EMS throughout the Northeast and James Bay Regions. Success in this position requires competency in stress management, judgment, and teamwork skills. An ability to deal effectively with people in stressful (sometimes life threatening) situations in a fast-paced emergency response environment with constant interruptions and background noise. The ability to interact with emergency responders on the radio, Call Takers/Dispatchers in the room, and people on the phone simultaneously is necessary to ensure public and emergency responder safety. A Communication Operator is highly flexible and able to respond to changing priorities. Duties include, but are not limited to:

- Responding to and assessing emergency and non-emergency calls for Police, Fire, and EMS from individuals experiencing varying degrees of crisis
- Gathering information quickly and accurately using our computer aided dispatch (CAD) system
- Directing responders to calls for service
- Communicating information with precision in a calm, clear, and confident voice
- Continuously monitor responders' locations, anticipating resources required, and taking prompt action, in accordance with policy.

### Qualifications

- Minimum 18 years of age
- Canadian Citizen or permanent resident
- Successful completion of Secondary School (grade12) or equivalent
- Proficient in English
- No criminal convictions for which a pardon has not been granted
- Successfully pass the selection process
- Be of good moral character
- Must be able to work shift work (days and nights)
- Must be able to type minimum of 40 WPM with 90% accuracy
- Have well-developed communication skills and be able to perform well in highly stressful situations
- Have strong multitasking skills that are not compromised in a stressful environment
- Bilingualism (English/French) is considered an asset
- Post-Secondary education and/or diploma in 911 Emergency Telecommunications or related field is considered an asset

### Application and Deadline Instructions

Submit a cover letter, a resume including details of your qualifications as well as the **Consent and Release of Liability and TPS Constable Application** forms which can be found on the TPS Website - [www.timminspolice.ca](http://www.timminspolice.ca)

### How to Apply

Please forward your application to the Human Resources Department.

Via email [human\\_resources@timmins.ca](mailto:human_resources@timmins.ca)

*The Timmins Police Service is an equal opportunity employer, and a diverse workforce that is representative of the citizens we serve. The Timmins Police Service is committed to the principles of equal opportunity. Persons who have previously submitted an application or resume MUST RE-APPLY. The Timmins Police Service thanks all applicants, however ONLY THOSE SELECTED FOR AN INTERVIEW WILL BE ACKNOWLEDGED*

