



GREATER SUDBURY POLICE SERVICE
Invites applications for the position of
EXPERIENCED COMMUNICATOR/ 911 DISPATCHER
(Part Time)

(12 hour shift schedule – Days and Nights)

Rates as per the Sudbury Police Civilian Association:

Training Wage- \$24.28

Year 1- \$28.57

Year 2- \$30.85

Year 3- \$31.96

Year 4- \$33.13

Year 5- \$38.17

Applicants are required to be available for full time hours during the training period.

The Communicator/911 Dispatcher relays information to Police and Fire field units in response to calls for service. Responds to information received from field units using 2 way radio communications, Computer Aided Dispatch (CAD), and Electronic Data Processing (EDP) technology. Acts as a call taker/screener and switchboard operator as required and answer all 911 calls in the capacity of the Primary Public Safety Answering Point (PPSAP) for the City of Greater Sudbury relaying the calls to the appropriate emergency agency.

Duties

Dispatching

- Acquire and effectively apply knowledge of the Radio/Dispatch system, organizational structure of the Greater Sudbury Police Service, and the Sudbury and Zone dispatch areas.
- Update and maintain familiarity with Directives, Procedures and other Service correspondence in order to advise Field personnel accordingly.
- Accurately and expeditiously receive and dispatch calls.
- Dispatch radio calls for service ensuring most urgent calls are dispatched first.
- Update units as additional information is received.
- Consult w/Supervisor to determine response in event of conflicting priority or personnel shortages.
- Maintain status of all Field personnel, uniform and non-uniform included, via status reports and welfare checks.
- Maintain efficient distribution of Field personnel.
- Correlate incoming/outgoing information ensuring accuracy and completeness using E.D.P. equipment.
- Perform CPIC and Records Management System (RMS) checks for units.
- Perform their duties from the Mobile Command Vehicle, back-up communications centre or any other facility set up for that purpose as directed.
- Draw on personal experience, knowledge and problem solving skills to give accurate and credible advice to peers and new employees.
- CPIC record maintenance - add/remove stolen vehicles and missing persons.

Call Taking

- Answer incoming calls efficiently and extend to appropriate area.
- Evaluate calls, prioritizing and ensuring the most urgent calls are answered and processed first.
- Using Electronic Data Processing (EDP) equipment, obtain and record all necessary information when generating an incident and advises the dispatcher of new information as it is obtained.
- Remain calm, quick, and effective with emergency calls or emotional callers.
- Enter information quickly and accurately into system for dispatching.
- Remain confident, composed and effective during busy times.
- Report any unusual calls to Communications Supervisor.
- Perform CPIC and RMS checks.
- Receive 911 emergency calls for police, fire and ambulance and conference the call to the appropriate agency.
- Screen the call for police/fire and process the complaint accordingly.

- Update and maintain familiarity with Directives and Procedures and other Service correspondence in order to advise Field personnel accordingly.
- Relay messages as required.
- Log all radio or telephone troubles and report same to the Communications Supervisor.

Applicants must meet the following minimum requirements:

Qualifications:

- Successful completion of Secondary School (Grade 12) or equivalent.
- Previous experience and demonstrated performance in the field of Emergency Communications (Police, Fire, EMS Communicator/911 Dispatcher)
- Candidates must be able to successfully complete the Critical Performance Exam for Communicators and candidate assessments
- Good knowledge of office procedures and routines required through related experience.
- Familiarity with the geography of Sudbury is considered an asset.
- Familiarity with radio call signs, codes and operation of two-way radio equipment.
- Keyboarding to a minimum of 50 wpm.
- Bilingualism (English/French) is considered an asset.
- Hearing ability within acceptable standards.
- Must be psychologically fit to perform the duties

Skills:

- Strong interpersonal, oral, and written communication skills.
- Good reading comprehension skills.
- Proven organizational, time-management and motivational skills.
- Proven ability to remain calm and handle stress.
- Ability to work independently and collaboratively as part of a team.
- Ability to maintain accuracy with a large volume of work.

Appropriate accommodations will be provided upon request throughout the hiring process as required under the Greater Sudbury Police Services Employment Accommodation Policy and the Accessibility for Ontarians with Disabilities Act (AODA).

The selection process will reflect the dedication of the Greater Sudbury Police Service to the principles of Equal Opportunity.

We thank all Applicants; however only those selected for an interview will be contacted.

Please submit a cover letter and resume relating your knowledge, skills and experience to the qualifications listed in this posting. Completion of an Experienced Communicator application also required.

Submit applications by e-mail to GSPS.HR@gspcs.ca or by mail to:

**Greater Sudbury Police Service
Attention: Human Resources Branch
190 Brady St. Sudbury, Ontario P3E 1C7**

Application Deadline: Wednesday, March 3rd 2021 at 0800hrs