



Personnel Order 2018 - 16

April 27, 2018

RE: Internal / External Posting - Career Development – Experienced 911 Communicator / Dispatcher

The Brockville Police Service is seeking a full time Experienced 911 Communicator / Dispatcher. If you are interested in applying for this position please submit a cover letter and resume to Deputy Chief Mark Noonan prior to 4:00 pm on May 11th, 2018.

Only those candidates selected for an interview will be contacted. Please refer to the attached job description for details relating to this position.

Scott Fraser
Chief of Police

Brockville Police Service Job Description – Dispatcher

Overall Purpose:

Operate radio, telephone and computer equipment in emergency response centers. Receive reports from the public of crimes, disturbances or police emergencies. Relay information to police personnel.

Major Responsibilities:

- Operating the 911 call center for the Brockville Police Service
- Dispatching and maintaining contact with officers
- Maintaining a record of calls received
- Performing queries of persons, vehicles and properties on CPIC
- Prioritizing calls
- Receiving calls from the public and providing information
- Have a working knowledge of policies and procedures
- Monitoring of prisoners via closed circuit television

Required Qualifications:

- Education and Experience
 - A minimum of Grade 12 education
- Language
 - Have the ability to communicate fluently in English with above average communication skills
- Job Knowledge
 - Dispatchers must have a general knowledge of federal statutes, provincial statutes and municipal by-laws. They must also be computer literate, have a geographical awareness of the City of Brockville and surrounding areas.
 - Certification/Licences/In-Service Training
 - Grade 12 diploma
 - Commissioner of Oaths certification
- Hours of Work
 - As per the contract with the willingness to be flexible, 12 hour rotating shift
- Effort and Working Conditions
 - Must be able to function at a high level of alertness at all times. This requires the ability to prepare for night shifts by sleeping at odd hours. Must be able to work alone and in a team environment.

Desired Qualifications:

- 2nd language skills
- Post secondary education
- Adaptability
- Conflict management
- Risk management
- Interactive communication
- Organizational awareness
- Stress tolerance
- Multi-tasking ability
- Team work
- Ethical accountability and responsibility
- Community involvement
- Life skills
- Computer skills