



Brockville Police Service Full-Time 911 Communicator/Dispatcher

The Brockville Police Service is currently seeking qualified applicants for the position Full-Time 911 Communicator / Dispatcher. The Brockville Police serve the community of Brockville Ontario which has a population of approximately 23,215.

A 911 Communicator / Dispatcher at the Brockville Police Service is constantly busy and will perform a number of different duties each shift. The Brockville Police Service offers competitive total compensation packages including a comprehensive benefits and pension plan (OMERS).

The ideal candidate will:

- Have completed a post-secondary education
- Be a team player and willing to adhere to departmental policies and procedures
- Be a quick learner, who is self-motivated and able to perform without constant supervision
- Be available to work part-time in a busy communications centre
- Have excellent interpersonal skills and a history of working with the public
- Have excellent multi-tasking abilities
- Be able to work rotating 12 hour shifts, both days or nights, weekends and statutory holidays
- Knowledge of police operations and previous experience in the police dispatching field will be considered an asset along with any education in 911 emergency response

If you possess these qualities and would like to work in a fast paced environment, please forward a cover letter and resume by 12:00 PM EST, March 22, 2024, to the attention of:

Human Resources
Brockville Police Service
2269 Parkedale Avenue
Brockville Ontario
K6V3G9

or email to hr@brockvillepolice.com

We would like to thank all those that apply, however, only those selected for an interview will be contacted.



Brockville Police Service Job Description - Dispatcher

Overall Purpose:

Under the direction of the Officer in Charge of Operations and working closely with uniformed sworn officers of the Brockville Police Service, the Dispatchers will be responsible to receive, transfer and comprehend information and assist with public inquiries at the front desk.

Major Responsibilities:

- Receives and processes 9-1-1 police calls for service and as required provides 'back-up' for overflow police/fire calls for services;
- Determines the complexity of calls for service, selects channels, dispatches police, mobile/portable/marine units;
- Monitor assigned radio channels and equipment associated with dispatch;
- Receives and processes non-emergency call inquiries;
- Contacts additional emergency services pertaining to calls for service;
- Accesses OPTIC, retrieves and enters data for calls for service;
- Updates and amends BOLO files;
- Retrieves records and distributes information from CPIC/OPTIC, CRISYS computer and other resources;
- Enters pertinent and qualifying data to CPIC computer system such as stolen vehicles, missing persons and charged persons, wanted persons, probation order, and property;
- Conducts and records integrity checks on 9-1-1 trunk lines and communications centre equipment;
- Instigates 9-1-1 traces, call back and transfer functions to determine the caller, residence and nature of call and appropriate notification of other required emergency services;
- Controls and operates the security doors and Police Service alarm systems. Views monitors used for security of building, property and detention areas;
- Indexes OPTIC, address files;
- Maintains hard copy bulletin boards and records necessary information for trespass file;
- Reports major and unusual incidents to the Duty Sergeant and/or On-Scene Commander as applicable, as soon as possible and maintains communications control and status of the situation until it is under the direction of the Duty Sergeant or On-Scene Commander;
- Makes emergency notification and contacts staff during the week-end and evening shifts for shift coverage on the direction of a supervisor;
- Attends training as required;
- Trains new employees in the operation of the Communication Centre and front desk duties;
- Retrieves and provides information on a need to know basis to other agencies, such as Customs, Immigration, other police agencies, ensuring the appropriate confidentiality of CPIC/Police files;
- Reviews all policy orders, procedures and/or legislation applicable to 9-1-1 Communications operators/dispatchers;
- Any other duties as assigned by supervisors;
- Submit reports on minor reportable complaints;

- Sign in persons required to report as per conditions of their release;
- Keep accurate notes in event required to give evidence in court; and
- Complete criminal record background checks.

Required Qualifications:

Required qualifications are considered the essential minimum qualifications to carry out the duties and responsibilities of a position.

- Education and Experience
 - Completion of Secondary School
- Language
 - Have the ability to communicate fluently in English with above average communication skill
- Job Knowledge
 - Dispatchers must have a general knowledge of federal statutes, provincial statutes and municipal by-laws
 - Must also be computer literate, have a geographical awareness of the City of Brockville and surrounding areas
- Certification / Licenses / 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 required 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