



JOB POSTING - EXTERNAL

Position:	911 Dispatcher – CASUAL	Date of Posting:	October 11, 2023
Department:	Prince Rupert Fire Rescue	Closing Date:	October 25, 2023
Job Type:	CASUAL/On-call	Employment Type:	UNION – CUPE 105
Work Location:	In Person – Prince Rupert, BC	Expected Start:	TBD

We, the City, value the diversity of the people we hire and serve and encourage applicants from all walks of life. We are committed to fostering a workplace where individual differences are recognized, appreciated, respected, and responded to in ways that fully develop and utilize each person's talents and strengths.

Reporting to the Fire Chief or designate, the Dispatcher shall perform an integral emergency 911 response function within the community. Persons working in this position must perform effectively and efficiently during highly stressful, traumatizing and emotional situations.

What you'll do

- Follow established standards and guidelines, receive emergency 911 calls and redirect according to the type of response needed (Fire, Police, Ambulance).
- Decipher emergency details and relay the information to the appropriate responding units and gather supplemental incident information.
- Initiate Deployment of Response Units and monitor their status details at the dispatched location.
- Receive and record all 911 calls intended for the Fire Rescue Department, recording information as required and validate incident information.
- As required, dispatch Fire Rescue personnel, as circumstances warrant or as directed and dispatch additional assistance, as needed while monitoring status details of the mobile units sent to the dispatched location.
- Dispatch Port Edward Fire Department as needed.
- Receive and record details of telephone calls, dispatches and messages to the Fire Rescue Department, redirecting them as needed.
- Input required data into the computerized Fire Department System (FDM) utilized by the Department.
- Monitor all Fire Rescue Department radio transmissions, providing assistance where necessary, including but not limited to contacting other persons or agencies, maintaining radio communication logs, relaying operation information, conducting safety checks, and maintaining detailed records of dispatching activities and unit assignments.
- Receive and redirect, as needed, automated alarm system and City working alone calls; and
- Other duties as assigned.
- Make advanced decisions while simultaneously performing other tasks.
- Enter data in a computerized setting with speed and accuracy.

- Hear and understand vocal information and filter out non-essential distractions while summarizing important facts.
- Understand jurisdictional boundaries, as well as thoroughfares, landmarks, public buildings and waterways within the jurisdiction.
- Read, comprehend, retain and communicate details of incidents and provide directions and identify the fastest routes using maps.
- Listen with accuracy and convert audible information into written.
- Hear and distinguish radio transmissions within normal levels and over background noise.
- Articulate and write in a manner that is easy to understand and presents only the facts.
- Capture relevant information while filtering out non-relevant.
- Adhere to policies, procedures and operational guidelines.
- High degree of inductive reasoning to form conclusions.
- Strong knowledge of math to calculate distances, times and amounts.
- Strong perceptual ability and aptitude to capture data coming in a confusing, repeating or highly emotional sequence.
- Perform well under pressure, demonstrate good judgement and make sound decisions while in stressful and/or emergency situations; respond in accordance with procedures, to establish priorities and resolve matters;
- Be able to remain calm and pragmatic while dealing with emotional, angry or difficult to understand persons during stressful situations; this may involve distasteful, violent, and highly emotional telephone contact.
- Speak in a manner of support to keep people on the phone until emergency services arrive.
- Work with the public in a professional, empathetic, calm and courteous manner.
- Ability to follow instructions, receive feedback, have a willingness to learn, and embrace continuous improvement.
- Maintain strict confidentiality of information and knowledge attained during your employment.
- Ability and willingness to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.
- Being able to occasionally work without regularly scheduled breaks during major emergency situations.
- Ability to perform duties with minimal supervision while making logical independent decisions.

What you'll bring

Required:

- Grade 12 or equivalent.
- Typing speed of 50 WPM with 90-95% accuracy.
- Must be Fluent in the English language for reading, writing and communication.
- Proficient in the use of Microsoft Office software.

Preferred:

- Experience using the Fire Department Management (FDM) computerized reporting system is considered an asset.
- Previous experience with VHF radios is considered an asset.
- Previous experience in an Emergency Communications Centre is considered an asset.
- Previous experience using CAD (Computer Aided Dispatch).
- Previous experience using RapidSOS software.

Other information that you should know

- If you are not a local applicant, you must be prepared to relocate to Prince Rupert, BC before starting work.
- You must be legally entitled to work in Canada.
- The selection process will include a panel interview and skills and ability testing.
- Will be required to obtain an RCMP Criminal Record & Vulnerable Sector Check. The results of which will be reviewed by the City to ensure employment eligibility.

Compensation

Wage Rate: **\$ 38.09** per hour

Classification: **Dispatcher**

Union: CUPE Local 105

What to send our way

- Your CV or Resume highlighting your education, experience, and skills.
- A cover letter that explains your interest in working as a casual 9-1-1 Dispatcher.

Please submit your cover letter, CV or resume, and relevant certifications (all in PDF format) to:

Human Resources – **911 Dispatcher Casual**

Email: hrfh@princerupert.ca

City of Prince Rupert | Fire Rescue Services
424 3rd Avenue West, Prince Rupert, BC V8J 1L7

Fax: 250-627-0999

We thank all applicants for their interest in this position, however, only those applicants selected for an interview will be contacted.