



# CITY OF PRINCE RUPERT

## EMPLOYMENT POSTING

**Posting Title:** 911 Dispatcher (Casual)

**Department:** Prince Rupert Fire Rescue

**Application Posted:** March 13<sup>th</sup>, 2019

**Application Deadline:** 4:00 pm on April 3<sup>rd</sup>, 2019

**Union/Exempt:** CUPE, Local 105

### NATURE OF POSITION:

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

### DUTIES & RESPONSIBILITIES:

- In accordance with established standards and guidelines, receive emergency 911 calls and redirect according to the type of response needed (Fire, Police, Ambulance)
- Receive and record all 911 calls intended for the Fire Rescue Department
- Dispatch Fire Rescue personnel, as circumstances warrant or as directed
- Dispatch Port Edward Fire Department, when 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 as necessary, including but not limited to contracting other persons or agencies, maintaining radio communication logs, relaying of operation information, and conducting safety checks; and
- Receive and redirect automated alarm system calls

### REQUIRED EDUCATION & QUALIFICATIONS:

- Grade 12 or equivalent
- Must have previous experience with VHF radios
- Previous emergency dispatch, computer and switchboard experience required; and
- Employment shall be contingent upon the successful completion of security clearance prior to being awarded the position.

### REQUIRED SKILLS AND ABILITIES:

- **Customer Focus:** being able to provide excellent customer service
- **Communication:** being able to effectively communicate via various telecommunication systems, email and speaking, whether to the public and/or department staff
- **Coachability:** being able to follow instructions, receive feedback, having a willingness to learn, and embracing continuous improvement
- **Critical Thinking:** being able to use judgement and decision-making skills to evaluate situations, establish priorities, and resolve matters
- **Flexibility:** being able to occasionally work without regularly scheduled breaks during major emergency situations
- **Stress Management:** being able to remain calm and show sound judgement while dealing with emotional, angry or hard to understand persons during stressful situations; May involve distasteful, violent, and highly emotional telephone contact

- **Teamwork:** being able to work cooperatively in a goal oriented team atmosphere
- **Multi-tasking:** being able to work under stressful situations, such as answering multiple phone lines and receiving information from several sources without; and,
- **Independent reliability:** being able to work effectively with minimal supervision during long, stressful situations, while making logical independent decisions.
- Typing speed of 50 WPM
- Experience and proficiency in the use of Microsoft Office software
- Must understand jurisdictional boundaries, as well as thoroughfares, landmarks, public buildings and waterways within the jurisdiction
- Must be able to read, understand and communicate directions using maps; and
- Skill tests may be required.

Please submit your resume and cover letter to ensure that you indicate all of your qualifications and experience.

**PLEASE SCAN AND EMAIL APPLICATION TO:**

hrfh@princerupert.ca

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