



WINDSOR POLICE SERVICE

announces openings for the contract position of
EMERGENCY 911 COMMUNICATOR

Compensation: Approximately \$41.00 per hour

POSITION SUMMARY:

The Emergency 911 Communicator is a shift work position providing 24-hour coverage. The Communicator position consists of two roles; call-taking and dispatching. A call-taker is responsible for answering 911 and non-emergency phone calls and re-directing 911 emergency calls as required. The dispatch role is responsible for receiving and dispatching emergency and non-emergency calls for service to police field units and monitoring numerous radio channels.

RESPONSIBILITIES:

- Transmit information from the public to police.
- Monitor up to 33 radio channels and up to 6 computer screens for the purposes of receiving, prioritizing, coordinating, and relaying information to police units.
- Answer all emergency and non-emergency calls, using developed communication skills to coordinate sensitive situations.
- Receive information from the public and transmit information to be dispatched.
- Transfer and reroute calls as necessary.

QUALIFICATIONS:

- Possess a Grade 12 graduation diploma or equivalent, as recognized by the Ontario Ministry of Education, or completed post-secondary education at an accredited college or university as an adult student.
- Minimum of 6 months' work experience to develop skills required to work in a team environment.
- Demonstrated interpersonal skills and ability to be assertive and respectful when dealing with the public.
- Ability to react quickly and calmly during intense and stressful situations.
- Must have a strong sense of urgency.
- Must be able to type minimum of Net 40 WPM and pass CitiCall Testing.
- Previous experience working in a telecommunications or call centre environment would be an asset.
- Ability to communicate in a second language would be considered an asset.
- Proficiency in the 10-Code and phonetic alphabet would be considered an asset.
- APCO Public Safety Telecommunicator Course, Canada and NENA Telecommunicator Core Competencies Course would be considered an asset.

Candidates successful in testing and interviews will also be required to successfully complete a thorough background investigation and psychological assessment.

As 911 Communicator duties are a 24-hour operation, this is a shift work position requiring successful applicants to work all shifts of days, afternoons, and midnights.

To apply for this position please [CLICK HERE](#) to upload your résumé and cover letter (must be in 1 file). This posting will close at **12:00 pm Wednesday May 1st, 2024.**

ANY QUESTIONS OR INQUIRIES MAY BE MADE VIA EMAIL:

humanresources@windsorpolice.ca

All applications will be treated with the strictest of confidence.

We thank all applicants for their interest and advise that **those selected for testing will be contacted by email.**

Windsor Police Service is committed to a diverse and inclusive workplace reflective of the community we serve. Appropriate accommodations will be provided upon request throughout the hiring process as required under the Accessibility for Ontarians with Disabilities Act (AODA).