



**POSITION TITLE:** COMMUNICATIONS OPERATOR

**WORKING TITLE:** 9-1-1 DISPATCHER

**REFERENCE NO:** 26020

**DIVISION:** PUBLIC SERVICES

**DEPARTMENT:** 9-1-1 COMMUNICATIONS

**APPROVAL DATES:** BY:  DATE: Oct 5/05  
COMMISSIONER OF PUBLIC SERVICES

BY:  DATE: Oct 5/05  
GENERAL MANAGER OF HUMAN RESOURCES

**GENERAL DESCRIPTION:**

The Communications Operator is a vital component of Protective Services. Working in a team environment, the incumbent is responsible for receiving, evaluating, coordinating and dispatching various requests for assistance or response of local and / or regional Protective Services and other related agencies. This position demands the use and operation of a variety of communications and computer equipment. Additionally, the incumbent provides required data entry and generates required reports.

**ORGANIZATIONAL RELATIONSHIPS:**

- Reports Directly to the Communications Centre Manager.

**MAJOR DUTIES AND RESPONSIBILITIES:**

- Answers and evaluates all calls to 9 -1-1, and / or other designated lines, and coordinates dispatch response of required local and / or regional Protective Services according to established protocols and standards.
- Answers and processes non-emergency calls for Protective Services as required.
- Monitors various alarm systems, as well as the City corporate emergency lines, and dispatches appropriate resources according to established protocols and standards.
- Accurately completes various computer data entries and reports pertaining to incidents activity.
- Access information from various computer programs / systems as required / requested by Protective Services authorities.
- Performs various typing, clerical and related duties as required.
- Maintains strict confidentiality of all information acquired through the course of duty, as per established standards.
- Attends all training as required by the City.
- Performs other related duties, as assigned, commensurate with the position.

**NECESSARY KNOWLEDGE, ABILITIES AND SKILLS:**

- Excellent interpersonal and communication skills.
- Excellent organizational skills including the ability to prioritize all tasks during emergency and heavy workload situations.

- Ability to cope with work pressure and perform required duties under stressful situations.
- Ability to establish and maintain effective working relationships with fellow employees and the general public and the ability to work effectively as a team member.
- Good working knowledge of the functions and procedures of computer applications, including accurate keyboard speed of minimum 40 words per minute.
- Excellent ability to speak, read and write with clear and concise English.
- Must possess excellent vision with corrective lenses, if required, (at or near 20/20) and have no degree of color blindness.
- Must be able to successfully complete a hearing-in-noise test and demonstrate adequate hearing in the normal work setting with corrective devices, if required.
- Must successfully complete an emergency communications skill evaluation (PERFEX aptitude assessment).
- Must pass Police Security requirements.
- General knowledge of the operations of Protective Services.
- Good working knowledge of telecommunications and dispatch systems.

**NECESSARY TRAINING AND EXPERIENCE:**

- Successful completion of Grade 12 or High School Equivalency diploma.
- Must possess current certificate for Emergency Medical Dispatch (EMD).
- Must possess current certificate for Emergency Fire Dispatch (EFD).
- Must possess current certification for Emergency Police Dispatch (EPD).
- Previous related work experience in emergency dispatch / telecommunications.
- An equivalent combination of training and experience may be considered.

**SALARY RANGE:**

- Range 18 in accordance with the Collective Agreement for CUPE Local 46 (Inside and Outside Workers).

September 29, 2005

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# 9-1-1 Communications Organization Chart

December 2005

