

POSITION DESCRIPTION

POSITION TITLE: *Police Communicator/Dispatcher*

IMMEDIATE SUPERVISOR: *Sergeant/Staff Sergeant, Communications*

POSITION SUMMARY:

To enable quick response time by obtaining accurate and complete information when answering emergency and non-emergency telephone calls from the public, while ensuring callers' safety during the call. Respond efficiently and appropriately to calls from the public by dispatching officers or transferring administrative calls for service. Support officers by operating, monitoring and responding to all radio transmissions on relevant radio channels. Ensure records and information are complete by correctly operating several police computer systems (e.g. CAD, CPIC, PARIS) and the service Records Management System.

MAJOR RESPONSIBILITIES:

Responding to Telephone Calls:

Effectively and efficiently answer all incoming 911, non-emergency, TDD and administrative calls by determining the nature of the call, prioritizing it correctly and initiating the appropriate response (e.g. forward calls, dispatch officers, refer callers to outside agencies). Ensure complete and accurate information is obtained from caller through the use of clear questions, a calm demeanour and empathy, where appropriate. Adjust communication style to meet needs of caller (e.g. language barrier, emotional state), while maintaining control over the flow of information. Adhere to appropriate policies when dealing with calls (e.g. suicidal caller, hostage situation). Provide appropriate and relevant information to outside agencies/parties as required, and within the bounds of confidentiality issues.

Highlighted Competencies: Customer Service, Communication, Interpersonal Skills, Job Knowledge, Attention to Detail

Supporting Officers:

Effectively administer the dispatch system to provide as clear an understanding as possible of the context of the situation when dispatching officers, to enable officers to respond most efficiently. Maintain radio contact with officers at a scene, to provide further information and protect officer safety. Monitor and respond to radio requests from officers in a timely fashion. Use codes and accepted radio terminology correctly to increase efficiency and understanding of officers. Compile information from multiple computer screens and relay this information to officers attending a scene. Conduct required daily/weekly equipment checks to ensure all systems are functioning correctly.

Highlighted Competencies: Customer Service, Productivity, Teamwork, Computer/Technical Skills, Communication, Interpersonal Skills, Job Knowledge

Records Management:

Enter and update all appropriate information into the computer systems (e.g. CPIC, PARIS, RMS) to maintain accurate records. Protect confidentiality of information by adhering to policies and procedures where they exist. Maintain logs (e.g. CAD info, tow, premise warnings, daily orders, car) to allow for an informed and complete response when required. Perform basic troubleshooting if computer system fails.

Highlighted Competencies: Attention to Detail, Computer/Technical Skills, Productivity

Other:

Responsible for any other duties as assigned.

JOB COMPETENCIES:

- Job Knowledge
- Productivity
- Computer/Technical Skills
- Communication (Oral & Written)
- Interpersonal Skills
- Customer Service (Internal & External)
- Teamwork
- Continuous Improvement
- Attention to Detail

QUALIFICATIONS:

- Secondary school graduation diploma or equivalent
- Recognized Public Safety Communications Certificate (Ministry accreditation training) is desirable
- 3-6 months previous experience
- Exceptional communication and interpersonal skills
- Strong organizational and time management skills
- Ability to organize and prioritize multiple tasks at one time
- Ability to problem-solve quickly and under intense pressure
- Must be fluent in English, both oral and written
- Must successfully pass Critical dispatcher/call taker testing and any other pre-employment testing as required
- Must be able to complete and pass the psychological testing component
- Ability to operate a personal computer

WORKING ENVIRONMENT:

- Climate controlled office
- Extensive sitting, listening and mental concentration
- Some lifting (approximate maximum of 20 lbs.) extensive digital dexterity for computer work
- Hours of work vary and may require some extended shifts to meet multiple deadlines

To apply, mail, fax or e-mail your resume and cover letter to:

Guelph Police Service
Att: Human Resources
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Guelph, ON N1H 4C6

careers@guelphpolice.ca

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