

## Experienced Communications Operators



### Thunder Bay Police Service Full-Time Permanent Positions Available

Thunder Bay Police Service is a mid-sized Ontario service located in Northwestern Ontario serving the communities of Thunder Bay and Oliver Paipoonge with approximately 330 Sworn and Civilian members. We are seeking **experienced** Communication Operators to join our team.

Communications Operators work in a fast paced environment while answering and responding to all 911 calls for the City of Thunder Bay and outlying areas, as well as processing emergency police and fire calls and relaying this information to police and fire field units. These tasks and responsibilities require multi-tasking on a computer using many screens and programs, while responding to calls through radio or phone. While some of these calls may involve highly stressful situations, it is extremely rewarding to provide assistance and support to members of the community who are experiencing a crisis. No two shifts are alike!

Salary ranges for the position are **\$31.52 - \$43.90 per hour**, as well as OMERS pension and expansive benefits package. We will recognize experience when determining a starting salary.

Successful candidates will be required to work within a confined workspace, wear a headset, and be exposed to multiple computer screens and noise disturbances for extended periods of time. They are often exposed to emotional clients and incidents which may be traumatic, violent and disturbing. Communications Operators work shift work (24 hours a day, 7 days a week and 365 days a year).

#### **Qualifications:**

- Successful completion of Secondary School Education (Grade 12) or equivalent combination of education and experience
- Demonstrated experience working as a communications operator for an emergency service

- Demonstrated oral and written communication skills including effective listening and the ability to comprehend, retain, record and relay information clearly, accurately and efficiently as well as a high degree of emotional intelligence, tact and diplomacy
- Keyboarding to a minimum of 35 wpm
- Must be able to wear a headset
- Must be able to work shift work, weekends and holidays

**Conditions of Employment:**

Must undergo a successful police records check and sign and abide by an Employee Confidentiality statement.

Qualified applicants are invited to submit a cover letter and resume, referencing the position title, electronically to: <https://thunderbaypolice.ca/careers/list> or by mail to Human Resources, Thunder Bay Police Service, 1200 Balmoral Street, Thunder Bay, ON, P7B 5Z5 by 4:30 p.m. **Monday, June 1<sup>st</sup>, 2020.**

We are an equal opportunity employer and encourage diversity in our workplace. Accommodation is available for applicants with a disability.

***We thank all applicants for their interest however, only those candidates that are selected for an interview will be contacted.***