

Emergency Communications Officer

DEFINITION

This classification provides emergency call evaluation support to the 911 Emergency Call Centre. The Emergency Communications Officer will be responsible for receiving, information gathering and the priority sequencing of 911 calls. Work of the Emergency Communications Officer classification involves the evaluation of highly interactive emergency telephone calls and emergency text communications received and in turn evaluating and assigning a level of police response. The Emergency Communications Officer will be responsible for communicating to their direct supervisor an emergency's dispatching needs.

TYPICAL DUTIES *

Provides assistance via incoming and outgoing phone calls in relation to emergency and non-emergency calls.

Evaluates and prioritizes calls based on urgency.

Assesses the response for service utilizing assigned and approved processes and procedures.

Communicates to their supervisor; their evaluation of a call and the response assigned.

Disseminates information via telephone or computer text and simultaneously keying those events into a computer aided dispatch system.

Attends ongoing mandatory training as required.

Performs related duties as required.

KNOWLEDGE, ABILITIES AND SKILLS

Excellent knowledge of all applicable Federal and Provincial Acts and Legislation.

Excellent knowledge of Federal, Provincial and Municipal government services.

Thorough knowledge of the standards and methods of the public safety communication sector and the systems utilized within.

Good knowledge of police practices.

Display a high level of integrity and confidentiality.

Enhanced critical thinking skills.

Excellent ability to communicate effectively, orally and in written format.

Exceptional interpersonal skills.

Ability to stay on task under stress.

Ability to adjust and perform in a high-functioning shift work environment.

Excellent computer skills in a Windows based platform.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

- Completion of Grade 12 or equivalent
 - Emergency Communications and Response Certificate from a recognized post secondary institution
 - Two (2) years of call evaluating experience or dispatch experience in a public safety communications environment
- or
- Three (3) years of recent police experience. Within three (3) years of retiring or resigning from a police environment.

Opportunity Concept

- Completion of Grade 12 or equivalent
- Emergency Communications and Response Certificate from a recognized post secondary institution

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

EMERGENCY_COMMUNICATIONS_OFFICER_CLASS_SPEC.DOC

Salary Plan	21M	21A	21B	21C
Job Code	2259	2258	2254	2257
Grade	050	021	050	023

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