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With a moderate climate, spectacular scenery and year-round recreational offerings at our doorstep, the **City of Campbell River** is the ideal location to live, work, and play.

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## FIRE DISPATCHER

The City of Campbell River is seeking a permanent relief **Fire Dispatcher**.

As part of the Fire Services team and reporting to the Deputy Fire Chief 911-1, you will be answering and dispatching fire and rescue related emergency calls. This position will be a permanent position that will provide relief on a flexible schedule to cover annual leave to maintain operational effectiveness in the dispatch centre.

The starting hourly rate of pay for this IAFF bargaining unit position is \$26.568.

Please see the attached documents for a detailed job description that lists all the necessary qualifications for this position, and a recruitment information document that details the information that **must** be submitted with your application package.

**This posting closes at 4:30 pm on Thursday, March 29, 2018**

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Please send your application package, quoting **Competition EXT-18-25** to:



Human Resources Department  
**City of Campbell River**  
301 St. Ann's Road  
Campbell River, BC V9W 4C7  
Email: [careers@campbellriver.ca](mailto:careers@campbellriver.ca)

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We thank all applicants, however, only those selected for interviews will be contacted.

## ***Step 1 - Initial Application Screening:***

The selection process starts with a review of applications. Candidates should ensure they provide a resume, which clearly outlines previous work history, education, training, certification and licenses.

Candidates ***must submit proof (documentation)*** that they meet the following qualifications at the time of application.

- Grade 12 graduation
- Standard First Aid Certificate
- Valid BC Drivers Licence
- Hearing test/audiogram – indicating normal hearing

All applications will be screened and only those candidates shortlisted will be notified to continue in the process.

## ***Step 2 - Testing Process:***

Standardized and objective testing is conducted to ensure that candidates possess the necessary skills, abilities and aptitude to successfully perform the duties of a Fire Dispatcher.

The following standardized testing will be scheduled:

- Multitasking Skills and Abilities Testing
- Personality Testing
- Computer testing – Microsoft Word and Excel – Basic Level

Candidates that achieve the pre-determined results in the above testing will be notified by telephone or email of the date and time of the oral panel interview.

## ***Step 3 – Panel Interview***

The panel typically consists of three individuals from the Fire Department and Human Resources who will conduct the interview. The candidate will be asked a series of questions about his/her background, qualifications, personal attributes and knowledge of the Fire Department and Communications Centre operations. In addition, the candidate will be asked situational and behaviour based (previous experience) questions to assess their skills and abilities in relation to the Fire Dispatcher position.

If a candidate successfully completes the oral panel interview, then they will be required to undergo a number of pre-employment checks.

# Fire Dispatcher Recruitment Information

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## ***Step 4 – Pre-employment checks***

To ensure overall suitability for the position, candidates will be required to:

- Undergo a Physical Fitness assessment
- Undergo a Medical Examination
- Provide a current clear RCMP Criminal Record & Vulnerability Check
- Provide contact details for References (from previous employers/supervisors). Reference checks will be completed on candidates prior to an offer of employment.

Candidates who successfully complete the above requirements will move into the final stage of the selection process.

## ***Step 5 –Final requirements***

As a final step, the successful candidate must provide a copy of a valid Radio Operator's Licence (The types of Professional Radio Operator Certificates accepted are;

- Restricted Operator Certificate - Aeronautical (ROC-A);
- Restricted Operator Certificate - Maritime Commercial (ROC-MC);
- General Operator Certificate (GOC).

## ***Step 6 - Appointment***

An offer of employment will be made to the applicant(s) that possesses the most suitable experience, education, qualifications, abilities, skills and aptitude as measured by the above process.



## Job Description

### FIRE DISPATCHER

**Approval Date:** March 2018

**Department:** Fire Services

IAFF

CUPE

Management

**Title of Excluded Supervisor:** Deputy Fire Chief – Fire Dispatch

#### **General Accountability:**

##### **Purpose and Scope**

Reporting to the Deputy Fire Chief – Fire Dispatch, this position will answer emergency and non-emergency calls by telephone, radio, fixed alarm, and 911 communications equipment and dispatch appropriate Fire Resources as outlined in Policies and Operational Guidelines.

#### **Nature and Scope of Work**

- Receives incoming emergency and non-emergency calls and dispatches units and personnel according to Fire Department Policy and Operational Guidelines;
- Performs office and clerical duties;
- When units have been dispatched, the dispatcher monitors all radio traffic, contacts outside agencies as required and maintains communication between units, personnel and Incident Command;
- Interacts with other agencies including Police, Ambulance, Coast Guard, CANUTEC, etc.;
- Records communications by electronic and in written/printed form, assists in preparation of reports, entering and collating of operational and administrative statistics, general filing and typing of correspondence, records and reports.

#### **Working Conditions**

- Changing work schedule and varying days off should be expected.
- Dealing with stressful situations over the telephone and radio systems.
- Multitasking with multiple inputs and frequent interruptions.
- Seated for long periods of time at a console.

#### **Necessary Qualifications**

##### **Knowledge:**

- Radio Systems.
- Computer Operation in a “Windows” environment.
- Current office procedures and practices.
- English language for spelling and proper word usage.
- Knowledge of the functions and operations of an Emergency Communications Centre and its related equipment and capabilities.

##### **Ability to:**

- Work under pressure, exercise good judgement and make sound decisions in stressful and/or emergency situations, according to procedures.
- Listen effectively, and to retain and relay accurate information received under stressful conditions.
- Handle multiple tasks simultaneously and sustain a high level of attention and focus.
- Work with the public in a professional, empathetic, calm and courteous manner.
- Relate to persons in emergency situations.

- Work independently, as part of a team, and with other employees in a confined area.
- Establish and maintain cooperative working relationships.
- Maintain confidentiality of information.
- Speak clearly and concisely in English.
- Hear and distinguish radio transmissions within normal levels and over background noise.
- Communicate effectively verbally and in writing.
- Understand and follow oral and written instructions.
- Ability and willingness to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.

**Skills:**

- Critical Testing (passing grades as per Appendix 'E').
- Basic Level proficiency in Microsoft Word and Excel (65% pass).

**Education/Certification/Licences:**

- Grade 12 Graduation.
- Must possess and maintain a valid BC driver's licence.
- Radio Operators License (Marine, Land or Aeronautical will be accepted).

**For External Hire:**

- Standard First Aid Certificate (St. John Ambulance or equivalent).
- Clear RCMP Criminal & Vulnerability Record Check.
- Normal Hearing - Current satisfactory hearing audiometric test.
- Legally entitled to work in Canada.
- Achieve the pre-determined passing grade in Multitasking Skills and Abilities Testing.
- Achieve the pre-determined required results on Personality Testing.
- Pre-employment Physical Fitness Assessment.
- Pre-employment Medical Examination.

**Preferred Training & Experience**

- Experience as an Emergency Service Dispatcher.
- Recognized training for Emergency Dispatchers (i.e. College/University Certificate).
- Fire or other Emergency Services training/experience.
- Office and clerical experience.
- Fluency in multiple languages.

**Unusual Working Conditions**

- NOTE: For Permanent Relief Employees: MUST be available to report to work on short notice to work all shifts, including evenings, weekends, holidays and overtime (scheduled and emergency) as required.

Signature of Incumbent: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_