

DISPATCHER – DOGWOOD OPERATIONS CENTRE (Public Works) (Long Term Auxiliary – Up to 18 Months)

The City of Campbell River is seeking a **Dispatcher** to join our Dogwood Operations team for up to 18-months.

***Naturally, Campbell River** – Located on Vancouver Island, surrounded by the ocean and majestic mountains, the City of Campbell River offers a rare combination of a welcoming small-town feel with large-city amenities. From summer markets and street events to an active arts and culture community to year-round, world-class recreational opportunities, the Campbell River lifestyle is unparalleled. We are a 45-minute drive from the winter and summer activities of Mount Washington, and just minutes from more than 100 km of all levels of mountain biking and hiking trails, plus easy access to the ocean, rivers and lakes for sports fishing, kayaking, paddle boarding and whale watching.*

The role – you will provide dispatch services for the operations departments (Fleet, Parks, Roads, Water and Liquid Waste Services) out of the Dogwood Operations Centre (DOC) and performs a wide variety of clerical and administrative tasks in support of the department administration. The incumbent is expected to work independently on most assignments, and to deal with internal and external clients with courtesy and tact, and a focus on service.

Our ideal candidate will strive for administrative excellence and will have the ability to work under pressure, exercise good judgement and make sound decisions in stressful and/or emergency situations. In addition, you will be able to deliver a high level of customer service in a calm and tactful manner with both internal and external customers over the phone, radio or in person.

To be considered for this role, you will have:

- Grade 12 or equivalent.
- Minimum three (3) years related clerical or administrative work experience in a customer service-oriented role, within an office environment.
- Intermediate proficiency with MS Word and basic proficiency with MS Excel (testing to be conducted).
- Previous related dispatch experience in a municipal public works environment preferred.
- Previous experience operating radio systems preferred.

The current rate of pay for this long-term auxiliary, full-time, CUPE bargaining unit position is **\$30.46 per hour** based on a 35-hour work week and includes a comprehensive benefits package.

For more information, please see the attached job description that lists all the duties and necessary qualifications for this position.

This posting closes on Sunday, June 9th, 2024.

Please send your resume with covering letter, quoting **Competition EXT-24-048** to:



Email: careers@campbellriver.ca

Human Resources Department
City of Campbell River
301 St. Ann's Road
Campbell River, BC V9W 4C7

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

DISPATCHER - OPERATIONS (Dogwood Operations Centre)

Approval Date: August 2023

Department: Operations

IAFF

CUPE

Management

Title of Management Supervisor: Operations Manager – Fleet, Parks and Roads

General Accountability:

Purpose and Scope

Reporting to, and taking direction from the Operations Manager, Fleet, Parks and Roads, the Dispatcher provides dispatch services for the operations departments out of the Dogwood Operations Centre (DOC) and performs a wide variety of clerical and administrative tasks in support of the department administration. The incumbent is expected to work independently on most assignments, and to deal with internal and external clients with courtesy and tact, and a focus on service.

Nature and Scope of Work

- Provides dispatch services for routine and emergency requests for service, for all City operations including water, wastewater, drainage, roads, streetlights, sidewalks, traffic lights and parks.
- Responds to phone, counter or email inquiries on operations related issues, problems, and requests for service; answers questions and provides information; requests information to determine nature of call, location of problem, type of action needed; evaluates the severity and urgency of request; and initiates appropriate responsive action such as submitting service requests, referring calls or emails, dispatching crews if required.
- Relays service requests, messages and information to/from work crews and foreman using telephone or two-way radios.
- Creates, distributes, and completes service requests in work management software for any work requested by the public or employees, and for all after hours calls for service received on the emergency line by Fire Dispatch.
- Maintains accurate and detailed records of all service calls and follow up action taken.
- Monitors and responds to radio calls from operating crews and takes appropriate action.
- Assists with ensuring worker safety by documenting, tracking and monitoring confined space entry, person down checks, alarms, etc., for all operations staff, as required.
- Processes/submits requests for BC One Calls for operations, and prepares and assembles BC One Call service locate documentation.
- Maintains, updates, and distributes the weekly call out list for Dogwood Operations staff.
- Monitors Occupational First Aid Attendants and their reliefs to ensure adequate First Aid coverage at DOC.
- Prepares, processes, and maintains a variety of departmental documents, records and files, including permits, applications, work orders, purchase orders, etc.
- Files and maintains the digital records management system.
- Updates and maintains department administrative procedure manuals, reference materials and a variety of publications.
- Performs other administrative and clerical duties including processing incoming and outgoing mail; preparing and issuing correspondence; scanning and photocopying; creating, editing, and formatting documents; receiving and reconciling cash; preparing agendas and taking minutes; ordering and maintaining office supplies.
- Performs other duties as required.

Necessary Qualifications

Knowledge:

- General knowledge of modern office procedures, digital records management, composition of letters and customization of documents.
- Working knowledge of City operations and services.
- Working knowledge of Cartograph or other work management system for recording and tracking service requests.
- Basic knowledge of BC One Call procedures and underground utilities.
- Basic knowledge of the City boundaries, areas, roads and streets.
- General knowledge of WorkSafeBC regulations and safe work procedures.

Skills:

- Excellent customer service and conflict resolution skills.
- Excellent oral, listening and written skills.
- Strong attention to detail and high degree of accuracy amidst frequent interruptions.
- Good keyboarding/typing skills.
- Good time management and organization skills.
- Good decision-making and problem-solving skills.
- Intermediate proficiency with Microsoft Word and basic proficiency with Microsoft Excel (minimum 60% within the last 18 months for both).

Abilities:

- Ability to work under pressure, exercise good judgement, and make sound decisions in stressful and/or emergency situations.
- Ability to deliver a high level of customer service and deal calmly, courteously, and tactfully with all customers, both internal and external, over the phone, radio, or in person.
- Ability to deal effectively with confrontational clients and remain calm during stressful or hostile situations.
- Ability to operate and communicate effectively using a two-way radio system.
- Ability to use the software programs and office equipment required for the work.
- Ability to work with minimal supervision.
- Ability to work within and contribute to a proactive team environment.
- Ability to effectively respond to a high volume of inquiries and do a multitude of tasks.
- Ability to accurately process, check and maintain a variety of office records, files, reports, documents and related materials, as well as file and retrieve information.
- 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.

Education:

- Grade 12 or equivalent.

Training:

- Relevant training in office or business administration or a related field.
- Customer Service training.

Experience:

- Minimum three (3) years related clerical or administrative work experience in a customer service-oriented role, within an office environment.

Preferred Criteria

- Previous related dispatch experience in a municipal public works environment.
- Previous experience operating radio systems.

Unusual Working Conditions

- Dealing with stressful situations over the telephone and radio systems.