



VISION:

A city that inspires

MISSION:

Working together to enhance the quality of life for all residents

VALUES:

Sustainability,
Inclusivity, Innovation,
Accountability,
Excellence,
Bilingualism

DISPATCHER RECORDER RELIEF

Communications - Job # P1230e

CLOSING DATE: NOON – APRIL 23, 2024

JOB SUMMARY:

The Dispatcher Recorder shall control, monitor and operate the Operations Center Telecommunications System, provide a dispatch service, provide information to and receive information from the public and employees; and to operate computerized data processing systems.

This position reports to the Manager, Customer Service or designate.

APPLYING FOR THIS POSITION:

The City of Moncton is an equal opportunity employer. Applicants must submit their application through an online system that can be found at www.moncton.ca/careers. We thank all applicants for their interest; however, only those invited for interviews will be contacted.

For more information, please contact the Human Resources Department at 506-877-7707 or visit www.moncton.ca/careers for information on the hiring and application process at the City of Moncton.

WORKING AT THE CITY OF MONCTON:

Moncton is a vibrant and culturally rich community. It is the first officially bilingual city in Canada, as well as one of the best places in Canada to do business. Moncton is also known as the economic, sports, tourism and entertainment hub of Atlantic Canada. City of Moncton employees strive to maintain the city's reputation as one of the best places in Canada to live, study, work and play.

This position is a unionized position. The City of Moncton offers an attractive salary and benefits package in accordance to the Canadian Union of Public Employees Local 51 Collective Agreement:

[CUPE Collective Agreement](#)
[City of Moncton Salary and Wage Scale](#)

EDUCATION:

- Graduation from Grade 12 or equivalent.

EXPERIENCE:

- Three (3) years of experience in a similar position.

LANGUAGE:

- Must be at the Intermediate Plus (2+) level or higher in both official languages (English and French).

KNOWLEDGE, SKILLS AND ABILITIES:

- Must be able to demonstrate proper telephone etiquette abilities which includes the ability to communicate effectively with customers.
- Ability to follow written instructions
- Ability to fill out reports
- Ability to work with computers i.e. Microsoft Word, Microsoft Excel, Outlook
- Able to work with mobile technology
- Must be capable of inputting/extracting information on MMS/IIS System.
- Must write neatly and calculate numbers accurately.
- Must be able to handle calls, dispatch personnel and equipment and coordinate these activities over the radio, telephone and any other available communication device.
- Must maintain computer log of all in-coming and out-going telephone calls, visitors and suppliers.
- Requires courtesy, tact and diplomacy for exchanging information through calls from the public.

CONTACT:

- The incumbent will have frequent internal contact with various officials within the Operations Group and with other departments of the City.
- Requires attitudinal characteristics that reflect the best interests of the Corporation and the community at large.
- Provides limited training and guidance to other employees performing similar work.

SUPERVISION:

- Must be able to work without close supervision.

CONDITIONS OF WORK:

- As per CUPE Local 51 agreement. The hours of work for this Dispatch Relief position are variable and are as follows:

12:00am to 12:00pm Saturday and Sunday

12:00am to 8:00 am Monday and Tuesday*

12:00pm to 12:00am Saturday and Sunday

12:00am to 8:00am Thursday and Friday*

- Employee could be asked to work overtime on occasion.
- Work requires high level of attention with occasional short periods of concentration, with little physical effort or exposure to hazards.
- Applicant is required to demonstrate a high level of maturity and self-motivation to do the job.