



# BUILD A CITY. BUILD A FUTURE.



## RCMP SUPPORT SERVICES

### 911 TELECOMMUNICATIONS OPERATOR

#### Overview

As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation.

City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** at the City of Surrey.

#### Scope

We are looking for compassionate professionals who are dedicated to providing a great emergency communication experience to individuals in need. This posting is to establish a pre-qualified pool of applicants. We are currently looking to fill Temporary Full-Time positions; however, this applicant pool may be used to fill future temporary full-time positions as they become available.

Reporting to the Manager of the Operational Communication Centre, you will be working with a highly qualified team in a fast-paced environment that operates 24 hours a day, 365 days a year. As part of the team, you will be working a variety of shifts that include holidays, weekends, weekdays, week nights, day shifts, and over night shifts.

#### Responsibilities

As a 911 Telecommunications Operator, you will be the first point of contact to the public, responding to various types of calls that include emergency and non-emergency 911 calls, complaints, and general public inquiries. You will react quickly, logically, efficiently and calmly to all emergency situations and with professionalism and tact.

As part of this role, you will:

- Use a considerable amount of independent judgement and diplomacy while making decisions in a prompt and accurate manner
- Use your exceptional listening skills to extract significant and pertinent information from callers
- Evaluate and prioritize calls while creating reports and providing time-sensitive information to police

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## Qualifications

- Completion of Grade 12 supplemented by related training and experience
- Have an accurate typing speed of 45 words per minute (testing will be administered)

Our ideal candidate is a respectful and diplomatic individual with strong listening and communication skills. You are a critical thinker and use sound judgement to help make decisions quickly and accurately. You are detail oriented, a pro at multi-tasking, and you work well under stressful situations.

Your geographical knowledge of Surrey will also be a huge asset.

## Conditions of Employment

This position requires an Enhanced RCMP Reliability Security Clearance that will be administered to those who are successful through the process.

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