



## **DISPATCH CHARLOTTETOWN POLICE SERVICES**

**NATURE OF WORK:** Reporting to the Telecommunication/Records Coordinator, this position is responsible for answering calls and communicating with/dispatching appropriate emergency vehicles/officers/fire crews, as necessary. Duties may include the use of radio, telephone, or computer to transmit assignments, compiling statistics, and reports on work progress. This is responsible work in terms of operating the Telecommunication/Records Section.

*This job posting reflects the general details considered necessary to describe the principal functions of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent in such classification.*

*The confidentiality of City affairs is respected and practiced at all times.*

### **ORGANIZATIONAL RELATIONSHIPS:**

- Reports to the Deputy Chief of Administration and Support Services through the Telecommunication/Records Coordinator.
- Works closely with all members of the Police Department.
- Develops and maintains working relationships with all City of Charlottetown employees.
- Develops and maintains relationships with service providers, external agencies, community partners, consultants, and associated professional groups.
- Deals with the public with integrity and in a professional and courteous manner.

### **PRIMARY FUNCTIONS AND ACCOUNTABILITIES:**

- Receive and transfer calls with respect to requirements as a Public Service Answering Service Point (PSAP) for Provincial 911 system when the Police Service is required to act on behalf of the current service provider.
- Receive, evaluate, record, and dispatch calls for service, ensuring thorough information is captured for field officers responding.
- Receive, evaluate, record, and dispatch calls for service, ensuring thorough information is captured for responding to Charlottetown Fire District 1 or 2.

- Document and refer received calls that do not require immediate investigation.
- Provide general information upon request.
- Contact outside agencies and/or individuals to arrange or cancel appointments and relay police information on behalf of field officers.
- Dispatch and control units in response to calls in regular and emergency situations.
- Apprise Station sergeants, Field Supervisors of all urgent/major incidents.
- Operate a variety of communications equipment including:
  - Multi-channel police radio system, public works, and emergency channels;
  - Telephone system, including 911 computer and operating systems and hearing-impaired TTD;
  - Paging and cellular systems; and
  - Mass Notification system.
- Input/query/browse information on computer systems PROS, CPIC, OSCID, and Provincial Justice/Highway Safety.
- Enter, modify, and/or remove entries from CPIC system i.e.; warrants, missing persons, stolen vehicles, property, etc.
- Forward, receive, and disseminate message traffic in relation to CPIC, fax, and e-mail.
- Monitor Departmental security cameras.
- Respond to and coordinate calls from field officers requesting support services such as ambulance, fire, tow trucks, etc.
- Knowledge of common offenses of the Criminal Code, Provincial Statutes, and Bylaws, as well as internal policies and procedures.
- As a committed member of the City of Charlottetown team, the Dispatcher will act as a positive role model for all employees throughout the organization.
- Performs other related duties, responsibilities, and functions as assigned.

### **REQUIRED COMPETENCIES:**

- Ability to effectively deal with the general public in a tactful and professional manner.
- Must be medically fit; to have good hearing, clarity of speech. Demonstrated ability to concentrate (as duties demand attention to many areas at once) multitask, and effectively respond in crisis situations.
- Ability to get along well with others and take direction.

- Demonstrated ability in the operation of computers and telecommunications equipment. Ability to operate computer equipment for data entry and retrieval. Word processing at 50+ words per minute is an asset.
- Sufficient knowledge/experience to differentiate between criminal and civil matters.
- Must be willing to work shift work and weekends.
- Must adhere to all City of Charlottetown policies.

### **REQUIRED QUALIFICATIONS:**

- Grade 12 or equivalent.
- Experience in the use of the Police Information Retrieval System (PIRS), Police Reporting and Occurrence System (P.R.O.S.), and the Canadian Police Information Centre (C.P.I.C.) i-TAP and Provincial Justice FACTS computer system.
- Must pass security screening.
- Bilingual (French/English) would be an asset.
- Valid radio operator's license is an asset.
- Equivalent combination of education and experience will be considered.

**Salary Assigned:** \$44,143.74 annually, as per Collective Agreement (APA Local 301)

### **How to Apply:**

Please submit a cover letter, detailed resume, and references by e-mail. Your application must be clearly marked "**Application for Dispatch – Charlottetown Police Services**" and submitted by **September 9, 2022, at 4:00 PM** to [jobs@charlottetown.ca](mailto:jobs@charlottetown.ca).

We would like to thank all candidates for expressing interest. Please note only those selected for interviews will be contacted. The City of Charlottetown is committed to the principle of equal opportunity in its employment practices and to providing an environment free from discrimination for all employees. Please contact us at [jobs@charlottetown.ca](mailto:jobs@charlottetown.ca) or 902-629-4110 to request accommodation so that we may help you to submit a timely application and have an equal opportunity to compete for jobs.