

Job Title: Dispatcher

Requisition ID: 2661

Affiliation: IAFF Local

Position Type: Casual

Number of Openings: 3

Division/ Branch: Regional Emergency and Protective Services, Operations

Job Location: Fort McMurray

Rate: \$45.02

COLA*: Bi-Weekly - \$480

Closing Date (dd/mm/yyyy): 10/03/2024

Posting Type: Internal and External

**COLA (Cost of Living Allowance) amount listed is based on full-time hours; for casual/part time positions, COLA will be pro-rated based on hours worked.*

GENERAL DESCRIPTION:

This position will effectively and efficiently operate the RMWB 911 network; receive and evaluate all emergency and non-emergency calls for service for emergency services providers (e.g., Fire, Police and/or EMS) and perform a variety of general support duties related to the 24 hour operations of public safety communications.

RESPONSIBILITIES:

- Receive, evaluate, respond or transfer 911 emergency and non-emergency calls for services for emergency services providers (e.g., Fire, Police and/or EMS) within the RMWB.
- Using the IAED protocols gathers information from the caller, prioritizes, and enters the information into the Computer Aided Dispatch (CAD) system.
- Provide caller with appropriate actions to take while waiting for response vehicles to arrive.
- Provide caller with appropriate post dispatch instruction (PDI's).
- Dispatch personnel, Fire and EMS units from the appropriate fire stations, according to the nature of the call and in accordance with RES procedures, and provide continuous communication with all RES units either by radio or phone system.
- Perform related tasks necessary to maintain the continuity of the 911 system.
- Maintain appropriate records relating to 911 responses for reporting applicable information within the fire department management systems including but not limited to FDM, CAD and RMS.
- Support and understand the Vision, Mission, and values of the Regional Municipality of Wood Buffalo.
- Report as necessary to Shift Officers and Chief Officers as major events take place.

QUALIFICATIONS

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have the proven ability to make instant decisions and take action without delay. Must be very precise, accurate, confident, resourceful, and independent, and adopt an

- effective course of action with limited supervision.
- Must have the ability to work as part of a team, being aware that the other dispatcher may have calls in progress and there may be activities ongoing between other dispatchers and members at a scene.
 - Must be understanding, diplomatic, empathetic and at the same time be assertive while taking charge of emergency situations.
 - Excellent communication skills, common-sense, and problem sensitivity, stress resistance, hearing sensitivity, assertiveness and the ability to multi-task must be demonstrated at all times.
 - Speak clearly and concisely, listen and record information clearly and accurately, remember numerous details.
 - Must have the ability to learn the functions of the position, work under stress, and act quickly in an emergency.
 - A thorough knowledge of community characteristics is necessary to assist the public as well as the members e.g., geographic knowledge (streets, location of resources, etc.).
 - Demonstrates knowledge of the department's policies, operational guidelines, operational procedures and the collective agreement and the ability to apply them to specific situations.

OTHER REQUIREMENTS:

- Emergency Medical Dispatch (EMD) Certification
- Emergency Fire Dispatch (EFD) Certification
- Professional Radio Operators – Restricted Operator Certificate - Aeronautical
- Current Standard First Aid and CPR Level C certification
- Clear criminal record check

SAFETY:

As an employee of the RMWB the Dispatcher is responsible and accountable for knowing and working in accordance with the Safety Policy. The Dispatcher must work in such a way as not to endanger themselves, fellow employees, or the public.

**To apply: Please visit our website at jobs.rmwb.ca
We appreciate the interest of all applicants; however, only those individuals
selected for interviews will be contacted.
Late applications will not be accepted.**