

Township of Langley

Job Title:	Telecommunications Operator III
Competition Number:	24-U060
Employment Type:	Regular Full-Time
Pay Rate:	\$37.58 - \$44.22 per hour (5 steps, 2024 rates) plus benefits
Hours of Work:	42 hours per week; Four days on and four days off (2 days and 2 nights); 7:00am – 7:00pm; 7:00pm – 7:00am; Non-standard hours and/or non-standard work week.
Competition Opening Date:	April 2, 2024
Competition Internal Closing Date:	April 10, 2024
Competition External Closing Date:	April 14, 2024

Job Overview

The Township of Langley is currently recruiting for a regular full-time **Telecommunications Operator III** to join our team of professionals in the Protective Services - RCMP Division, Police Services Department. Reporting to the Manager, Police Services, in this unionized position you will perform switchboard communications work and assist in overseeing the work of telecommunications operators. This position will appeal to candidates who are energetic and have the ability to organize and multi-task under pressure.

Responsibilities

- Provide and/or oversee on-the-job training in radio dispatch and operation, PRIME and communication procedures to newly assigned operators and police members
- Monitor the work of telecommunications operators to identify training needs and further training requirements
- Oversee radio dispatch and control the deployment of units in response to emergency and non-emergency calls
- Perform related duties as assigned

Qualifications

- Completion of Grade 12, including or supplemented by standard commercial courses in word-processing, plus considerable experience, preferably in a law enforcement or public safety communications area and experience as a Telecommunications Operator II, training in effective presentation and supervision or an equivalent combination of training and experience
- Thorough knowledge of the methods and procedures used in the operation of police radio, telephone, PRIME, PoliceCAD, CPIC, related equipment and departmental functions
- Considerable knowledge of the Criminal Code of Canada, the Motor Vehicle Act and related bylaws and regulations
- Ability to multi-task and perform calmly and effectively under stress and in emergency situations
- Ability to design, conduct and supervise individual and class training sessions
- Ability to evaluate and document the performance and training needs of others

RCMP Enhanced Reliability Status is required. (not required as part of the application process, however, will be required upon consideration for employment)

Apply Now

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We appreciate all applications; however, only short-listed candidates will be contacted for an interview.