

Township of Langley

Job Title:	Telecommunications Operator I
Competition Number:	24-U081
Employment Type:	Regular Full-Time
Pay Rate:	\$29.48 - \$34.63 per hour (five steps, 2024 rates), plus benefits
Hours of Work:	37.5 hours per week; Monday to Friday with a rotating shift pattern; one week of 7:30am – 3:30pm; one week of 3:30pm – 11:30pm. Non-standard hours and/or non-standard work week.
Competition Opening Date:	May 8, 2024
Competition Internal Closing Date:	May 16, 2024
Competition External Closing Date:	May 19, 2024

Job Overview

The Township of Langley is currently recruiting for a regular full-time **Telecommunications Operator I** to join our team of professionals in the RCMP Division, Police Services Department. Reporting to the Telecommunications Supervisor, in this unionized position you will perform switchboard communications work.

Responsibilities

- Receive a variety of emergency police calls and general enquiries, obtain the necessary additional information and relay the call to the appropriate department for further action
- Perform front counter tasks including responding to general enquiries by walk-in and telephone, and completing required reports accordingly
- Operate the door control
- Perform other related duties as required

Qualifications

- Completion of Grade 12 or equivalent standing attained through practical experience and related training plus sound experience in general office or clerical work, preferably in the law enforcement or the public safety communications area; or an equivalent combination of training and experience
- Sound knowledge of department functions, procedures, rules and regulations
- Working knowledge of law enforcement objectives, appropriate statutes and by-laws and the technical language used in the work
- Working knowledge of clerical and recordkeeping methods and procedures used in the department
- Ability to process a large volume of enquiries and exercise sound and accurate decisions
- Ability to deal tactfully and effectively with internal contacts, officials and the public

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

Apply Now

Visit tol.ca/careers to apply for this exciting career opportunity in a growing community. The Township of Langley is an equal opportunity employer.

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