

Careers

Fire Dispatch Centre Operator (2 positions)
Kelowna Fire Department



Calm and cool in emergencies?

The City of Kelowna Fire Department dispatch centre handles all 911 calls for over 50 fire departments within the regional Districts of the Central Okanagan, Okanagan Similkameen, Kootenay Boundary, East Kootenay, Vernon and Okanagan Indian Band (OKIB). Our dispatch team processes emergency and non-emergency radio and telephone calls for almost 40,000 incidents each year. This is an ideal job for an independent thinker with good computer skills who can listen and multitask while typing a minimum of 40 words per minute. You must be physically able to sit for long periods, be able to work 10 hour day shifts and 14 hour overnight shifts plus be able to work a flexible work week comprised of scheduled shifts and relief shifts averaging 42 hours per week.

A Fire Dispatch Centre Operator receives, directs and dispatches emergency and non-emergency calls. Fire dispatchers are often the first point of contact when someone calls in to report a fire or other emergencies. They must remain calm and gather essential information quickly and accurately. Throughout the incident, dispatchers maintain communication with first responders on the scene to provide updates, relay additional information, and coordinate additional resources if necessary. As an organized and excellent communicator with great multi-tasking skills, you will handle different urgent requests during your shift. You can prioritize and use good judgement to make quick decisions. Based on the information given, dispatchers evaluate the seriousness and type of emergency. Dispatchers should be familiar with radio systems as they constantly monitor radio channels to keep track of ongoing incidents, updates from field units, and incoming calls for assistance.

Help create Kelowna as a City of the Future! Our diverse and dynamic team strives to innovate to make things better, work as one team, serve proudly and lead responsibility. Live, work and play in one of Canada's fastest growing cities. Kelowna boasts miles of lake access, public areas and outdoor recreation opportunities, a vibrant downtown and cultural scene, healthy and connected neighbourhoods, and a world-renowned College and University. You're only a quick link to the world via the Kelowna International Airport.

Grow your career in an organization that supports employee work-life balance and career and professional development. This is an IAFF bargaining unit position that offers a rate of \$37.11 per hour along with a competitive benefits and pension package.

For further information or to apply, please check our website at www.kelowna.ca/careers

This posting will remain open until filled
Applicants not contacted are thanked for their interest