



**BUILD A CITY.
BUILD A FUTURE.**
HELP US BUILD A WORLD-CLASS CITY.



TELECOMMUNICATIONS OPERATOR 1

TEMPORARY FULL-TIME

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** at the City of Surrey.*

Employment Status

Union - CUPE Local 402 - Temporary Full-Time

Scope

Reporting to the Manager of the Operational Communication Centre you will be the first point of contact to the public. You will respond to various types of calls that include emergency 911 and non-emergency calls, complaints, and general public inquiries. Due to the nature of the calls, you will work in a fast-paced, high-energy environment and must be able to maintain professionalism and tact during discussions. You will be working with a highly qualified team in a fast-paced environment that operates 24 hours a day, 365 days a year. As part of the team, you will be required to work a variety of shifts that include holidays, weekends, weekdays, weeknights, day shifts, and over night shifts.

Our Telecommunications Operators provide a critical service that supports both public and first responder safety and are dedicated to providing a great emergency communication experience to individuals in need. We are looking for compassionate professionals who are ready to build a rewarding career, could this be you?

Responsibilities

As a 911 Telecommunications Operator, you will be the first point of contact for people who call 9-1-1 when they are facing a crisis. You will react quickly, logically, efficiently, and calmly to all emergency situations and with professionalism and tact. You will be responsible for receiving emergency and non-emergency calls, provide call-taking services for Police, create reports, relay information to dispatchers and other appropriate agencies.

As our ideal candidate, you are:

- A respectful and diplomatic individual with superior listening and communication skills. You have a commanding telephone presence and can quickly summarize information that you hear all while still showing a level of empathy.
- A critical thinker and use sound judgement to help make decisions quickly and accurately.
- Detail oriented, a pro at multi-tasking, and you work well under stressful situations.
- Someone who enjoys working as part of a collaborative team.
- Have a strong geographical knowledge of Surrey – this can include knowledge of street names, landmarks, and bodies of water.

As a 911 Telecommunications Operator, you will:

- Have a career that is challenging and exciting, where your experiences will be different every single day.
- Be in receipt of various opportunities while working for the City of Surrey.
- Compensation: \$33.57 to \$36.61 (2024 rates) + 12% in lieu of vacation and benefits.

Qualifications

- Education | Completion of Grade 12 supplemented by related training and experience.
- Computer Skills | Be able to type a minimum of 45 WPM (testing will be administered).

Other Information

Pay Steps	Hourly Rate
Step 1	\$33.57
Step 2	\$34.53
Step 3	\$35.60
Step 4	\$36.61

Conditions of Employment

This position requires completion of an RCMP Reliability Security Clearance. Successful applicants must provide proof of qualifications.

Closing Date

This job will be open until November 26, 2024.

Our Values

Integrity - Service - Teamwork - Innovation - Community

