

Township of Langley

Job Title:	Telecommunications Operator II (up to 3)
Competition Number:	24-U129
Employment Type:	Regular Full-Time
Pay Rate:	\$34.63 - \$40.74 per hour (five 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 non-standard work week
Competition Opening Date:	August 23, 2024
Competition Internal Closing Date:	September 3, 2024
Competition External Closing Date:	September 6, 2024

Job Overview

The Township of Langley is currently recruiting for up to three regular full-time **Telecommunications Operator IIs** to join our team of professionals in the RCMP Division, Police Services Department. Reporting to the Telecommunications Supervisor, in this unionized position you will receive requests for police services.

Responsibilities

- Receive requests for police services, determine the nature and priority of each request
- Assign unit(s) to attend as appropriate and according to the area, priority of the call, and the number and type of units required and/or available
- Provide situation data and handle high priority calls as required
- Elicit details on the incident/complaint from the caller, complete the appropriate report and enter complaint details in the PRIME system
- Access CPIC using the PRIME system to enquire on the status of a vehicle license plate or related information
- Perform related duties as required

Qualifications

- Completion of Grade 12, including or supplemented by standard commercial subjects and courses in keyboard operation, plus completion of a training program designated by the detachment and some related experience, preferably in the law enforcement or public safety communications area, including some experience as a Telecommunications Operator I, or an equivalent combination of training and experience
- Working knowledge of the Criminal Code of Canada, the Motor Vehicle Act, and other appropriate bylaws and regulations
- Skill in the operation of radio, telephone, CPIC, PRIME, and related equipment requiring dual monitor multi-mode communication is essential
- Ability to operate various police and standard office systems with speed and accuracy, including PRIME, PoliceCAD, and CPIC

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

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

