



Communicator Technician Fire Department

Milton Fire and Rescue Services is currently accepting applications for the full-time unionized position of Communicator Technician.

Position Summary

Reporting to the Division Chief of Communications, this position is the first point of contact for citizens reporting an emergency to Milton Fire and Rescue Services. This is a key role that provides the vital link between citizens requesting assistance in an emergency and fire department emergency responders. Communicator Technicians answer incoming calls to provide prompt, accurate dispatching of apparatus, firefighting and rescue equipment and personnel in order to stabilize a fire, disaster, hazardous conditions, and injuries through information, quality service, and proper utilization of resources.

Key Responsibilities

Under the direction of the Division Chief of Communications:

- Receive and process emergency calls
- Provide logistical support to the incident and Incident Commander
- Maintain radio communications
- Process incident documentation
- Maintain emergency communication centre equipment and facilities
- Maintain information systems
- Perform public relations and education
- Perform non-emergency administrative duties and training
- Maintain and monitor communications centre and facility security
- Demonstrate a commitment to personal and professional development

Education and Experience

- Post-secondary diploma/certificate in Emergency Communications and Dispatch
- Completion of APCO Institute Fire Service Communications and/or International Academies of Emergency Dispatch Emergency Fire Dispatcher is preferred

Certifications and Designations

- Current CPR and First Aid Certificate is required

Additional Skills

- Excellent written and verbal communication skills
- Excellent organizational skills (e.g., tracking and planning) and ability to work effectively in a team-based environment as well as independently
- Strong keyboarding skills (50 WPM, 75% proficiency)

- Ability to multi-task and demonstrate sound and rapid decision making under stressful conditions
- Candidates must possess a general understanding of fire, rescue and emergency services
- Demonstrated experience using communication and dispatch devices; computers, software applications, telephone and radio equipment

General Information

- Salary Range: \$61,474 - \$100,594 as per the current Collective Agreement.
- The successful candidate must be able to work a variable shift schedule including a 10-hour day shift and 14-hour night shift.
- This is not a job description and is to be considered as summary information only.
- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to submit a Criminal Records Check with Vulnerable Sector Screening upon employment.

If you are currently employed with the Town of Milton, please apply internally through the Jobs Hub app of your Workday account in order for your application to be processed as an internal applicant.

Interested applicants should apply online at www.milton.ca under the Current Employment Opportunities section. The job posting closes at 12:00 am on October 7, 2024. **Interested applicants, please ensure to apply by 11:59 pm on October 6, 2024.**

In accordance with the Freedom of Information and Privacy legislation, applicant information is collected under the authority of the Municipal Act and will be used strictly for candidate selection.