

FIRE DISPATCHER

(Permanent Position & Eligibility List)

The City of Campbell River is seeking a **Permanent Fire Dispatcher** and creating an **Eligibility List** for future opportunities.

***Naturally, Campbell River** – Located on Vancouver Island, surrounded by the ocean and majestic mountains, the City of Campbell River offers a rare combination of a welcoming small-town feel with large-city amenities. From summer markets and street events to an active arts and culture community to year-round, world-class recreational opportunities, the Campbell River lifestyle is unparalleled. We are a 45-minute drive from the winter and summer activities of Mount Washington, and just minutes from more than 100 km of all levels of mountain biking and hiking trails, plus easy access to the ocean, rivers and lakes for sports fishing, kayaking, paddle boarding and whale watching.*

The role – as an integral part of the Fire Services team, you will use your advanced organizational and communication skills to respond to 9-1-1 calls from community members for all fire and rescue-related emergencies. Your ability to provide verbal support to the community member while dispatching the appropriate fire department will be a rewarding experience and contribute to your success in the role. The Permanent Full-Time Dispatcher's work schedule will vary to meet the demands of the department and may or may not follow a Watch rotation. Work location is at the Campbell River Fire Hall, this position is not eligible for remote work arrangements.

Our ideal candidate will have: (to be provided when applying)

- Grade 12 graduation
- Standard First Aid Certificate – or evidence of registration in course
- Valid BC Driver's Licence
- Hearing Test / Audiogram – indicating normal hearing (current within the past 3 months)
- Typing Test – provide a recent proctored, within the last 3 months, showing a final adjusted words per minutes of no less than 40
- Radio Operator's Certificate – or evidence of registration in course
- Successful candidates will be required to obtain a Criminal Record Check

All applications will be screened for submitted documents and only those candidates shortlisted will be notified to continue in the process. **Note that in addition to the Permanent vacancy, this posting will also seek to create a Dispatcher eligibility list to fill any upcoming vacancies within the Dispatch Division of the Campbell River Fire Department.**

The starting rate of pay for this permanent, IAFF bargaining unit position is **\$34.806 per hour** and includes a comprehensive benefits package.

For information on this exciting opportunity and to view a detailed job description that lists all the duties and necessary qualifications for this position, please visit www.campbellriver.ca/employment

This posting closes on Wednesday, November 20, 2024.

Please send your resume with covering letter, quoting **Competition EXT-24-094** to:



Email: careers@campbellriver.ca

Human Resources Department
City of Campbell River
301 St. Ann's Road
Campbell River, BC V9W 4C7

We thank all applicants, however, only those selected for interviews will be contacted.

Step 1 - Initial Application Screening:

The selection process starts with a review of applications. Candidates should ensure they provide a resume, which clearly outlines previous work history, education, training, certification, and licenses.

Candidates must submit proof (documentation) that they meet the following qualifications at the time of application.

- Grade 12 graduation
- Current Standard First Aid Certificate – or evidence of registration in course
- Valid BC Driver's Licence
- Hearing test/audiogram – indicating normal hearing (current within the past 3 months)
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Step 2 - Testing Process:

Standardized and objective testing is conducted to ensure that candidates possess the necessary skills, abilities, and aptitude to successfully perform the duties of a Fire Dispatcher. The following standardized testing will be scheduled:

- Multitasking Skills and Abilities Testing
- Psychometric Testing
- Computer testing – Microsoft Word and Excel – Basic Level

Candidates that achieve the pre-determined results in the above testing will be notified by telephone or email of the date and time of the oral panel interview.

Step 3 – Panel Interview

The interview panel typically consists of three individuals from the Fire Department and Human Resources who will conduct the interview. The candidate will be asked a series of questions about their background, qualifications, personal attributes and knowledge of the Fire Department and Communications Centre operations. In addition, the candidate will be asked situational and behavioural based (previous experience) questions to assess their skills and abilities in relation to the Fire Dispatcher position.

If a candidate successfully completes the oral panel interview, then they will be required to undergo a number of pre-employment checks.

Step 4 – Pre-employment checks

To ensure overall suitability for the position, candidates will be required to:

- Undergo a Physical Fitness assessment
- Undergo a Medical Examination
- Provide a current clear RCMP Criminal Record & Vulnerability Check
- Provide contact details for References (from previous employers/supervisors). Reference checks will be completed on candidates prior to an offer of employment.

Candidates who successfully complete the above requirements will move into the final stage of the selection process.

Step 5 –Final requirements

As a final step, the successful candidate must provide a copy of a valid Radio Operator's Certificate (The types of Professional Radio Operator Certificates accepted are;

- Restricted Operator Certificate - Aeronautical (ROC-A)
- Restricted Operator Certificate - Maritime Commercial (ROC-MC)
- General Operator Certificate (GOC)

Step 6 - Appointment

An offer of employment will be made to the applicant(s) that possesses the most suitable experience, education, qualifications, abilities, skills and aptitude as measured by the above process.

FIRE DISPATCHER

Approval Date:	July 2021	Department:	Fire Services
<input checked="" type="checkbox"/> IAFF	<input type="checkbox"/> CUPE	<input type="checkbox"/> Management	
Title of Excluded Supervisor:	Assistant Chief – Fire Dispatch & Emergency Program		

General Accountability:

Purpose and Scope

Reporting to the Assistant Chief – Fire Dispatch & Emergency Program the Fire Dispatcher answers emergency and non-emergency calls by telephone, radio, fixed alarm, and 911 communications equipment and dispatches appropriate Fire Resources as outlined in Policies and Operational Guidelines.

Nature and Scope of Work

- Receives incoming emergency and non-emergency calls and dispatches units and personnel according to Fire Department Policy and Operational Guidelines.
- Performs office and clerical duties.
- When units have been dispatched, the dispatcher monitors all radio traffic, contacts outside agencies as required and maintains communication between units, personnel, and Incident Command.
- Interacts with other agencies including Police, Ambulance, Coast Guard, CANUTEC, etc.
- Records communications by electronic and in written/printed form, assists in preparation of reports, entering and collating of operational and administrative statistics, general filing and typing of correspondence, records, and reports.
- Performs other related duties as assigned.

Necessary Qualifications

Technical Knowledge/Skills:

- Knowledge of the functions and operations of an Emergency Communications Centre and its related equipment and capabilities.
- Understanding of Radio Systems.
- Skilled in the use of Microsoft Word, Excel, and PowerPoint, as well as departmental specific software applications.
- Skilled in modern office procedures and practices.
- Sound knowledge of English language for spelling and proper word usage.
- Knowledge of community and cultural issues, with focus on providing equitable service to all people while respecting diversity.
- Able to successfully attain (and maintain) a clear criminal record and vulnerable sector check prior to commencement of employment.

Key Competencies:

Key Competency	Job Specific Requirements
Accountability & Reliability	Takes personal ownership and responsibility for the quality and timeliness of work, paying attention to small details to independently produce consistent high-quality results.
Adaptability & Flexibility	Flexible and comfortable adapting to respond to changing conditions,

	priorities and work requirements. Handles multiple tasks simultaneously while sustaining a high level of attention and focus.
Communication	Listens effectively to retain and relay accurate information received under stressful conditions, often with background noise. Speaks English clearly and concisely, communicating effectively verbally and in writing.
Continuous Development	Recognizes the value of ongoing learning and development and takes steps to foster continuous learning and performance improvement.
Decision Making & Problem Solving	Is able to analyze situations, diagnose problems and make effective decisions without hesitation in complex or ambiguous circumstances.
Planning & Organizing	Organizes own time effectively and plans ahead to meet identified priorities.
Professionalism	Works with the public and team members in a professional, empathetic, calm and courteous manner. Maintains confidentiality of information. Able and willing to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.
Risk Management	Identifies and responds to internal and external risk factors, while consistently applying safe work practices to ensure the safety of self and others.
Stress Tolerance	Maintains effective performance under pressure, exercising good judgement and making sound decisions in stressful and/or emergency situations, in a manner that is acceptable to others and the organization.
Teamwork	Fosters effective working relationships by working willingly and cooperatively with team members to achieve group and organizational goals.

Education/Certification/Licences:

- Completion of Grade 12 or equivalent.
- Radio Operators Licence (Marine, Land or Aeronautical will be accepted).
- Must possess and maintain a valid BC driver’s licence and produce and maintain a clean driver’s abstract, as per City policy.

For External Hire:

- Basic proficiency in MS Word and Excel (65% minimum on administered exam).
- Occupational First Aid Level 1 (St. John Ambulance or equivalent).
- Clear RCMP Criminal Record & Vulnerability Check.
- Normal Hearing - Current satisfactory hearing audiometric test.
- Legally entitled to work in Canada.
- Achieve the pre-determined passing grade in Critical Testing.
- Achieve the pre-determined passing grade in Multitasking Skills and Abilities Testing.
- Achieve the pre-determined required results on Psychometric Testing.
- Pre-employment Physical Fitness Assessment.
- Pre-employment Medical Examination.

Preferred Training & Experience

- Experience as an Emergency Service Dispatcher.
- Recognized training for Emergency Dispatchers (i.e. College/University Certificate).
- Fire or other Emergency Services training/experience.

- Office and clerical experience.
- Fluency in multiple languages.

Environment/Working Conditions

- Changing work schedule and varying days off should be expected.
- Dealing with stressful situations over the telephone and radio systems.
- Multitasking with multiple inputs and frequent interruptions.
- Sitting for long periods at a console.
- NOTE For Permanent Relief Employees: MUST be available to report to work on short notice to work all shifts, including evenings, weekends, holidays, and overtime (scheduled and emergency) as required.