



COMMUNICATIONS OPERATOR 1

Auxiliary (Up to 6)

About Us

One of BC's Top Employers, the City of Coquitlam offers meaningful career opportunities to make a difference within the local community. As the sixth largest city in BC, we are home to more than 150,000 residents. Our diverse municipality is a great place to work as it continues to grow through innovative urban design, inspiring arts, culture and recreation programs, and state-of-the-art transportation systems. Our brand is built on managing our resources in a responsible and sustainable manner, while supporting a vibrant, growing regional urban centre. We envision a bright future in Coquitlam that we hope includes you!

About You / What We Are Looking For

The City of Coquitlam is looking to hire and train new auxiliary Communications Operators to build our auxiliary candidate pool. In this casual role, you will support civilian police operations at the Coquitlam RCMP Detachment, working in one of the few stand-alone police operational communications centres in the Lower Mainland. If you are looking to start a career in civilian police services and have a passion for community safety, this may be the job for you.

Reporting to the Telecommunications Supervisor, you will receive extensive on-the-job training to prepare you for dynamic work in a fast-paced environment. You will work as part of a team while responding to 9-1-1 emergency and non-emergency calls from the public. You will employ your exceptional listening and communication skills to extract pertinent details from callers, evaluate and prioritize calls, create reports, and provide time-sensitive information to police officers.

Our ideal candidate is a respectful and resilient individual who possesses sound judgement and decision making skills. You are able to balance your empathy and assertion to provide exceptional customer service, while remaining poised and tactful in your interactions with clients and co-workers. You have the ability to make decisions quickly and accurately, while remaining calm and composed in stressful situations.

Minimum Qualifications

- Completion of Grade 12. Preference will be given to those with additional education, training, or related experience (e.g. courses in Public Safety Communications, Criminology, Conflict Resolution, Crisis Intervention, Law Enforcement Studies, and other related fields.)
- Considerable geographical knowledge of Coquitlam, Port Coquitlam, and surrounding communities.
- Familiarity with the Criminal Code of Canada, Motor Vehicle Act, and other relevant federal, provincial, and municipal laws and acts.
- Proficiency with Windows-based computer programs and the ability to type at a net speed of 40 words per minute.
- Availability to work a variety of shifts in a 24/7 operations centre, including days, nights, weekends, and statutory holidays.

This position requires an RCMP Enhanced Reliability Security Clearance that will be administered to those who are successful through the process. Obtaining and maintaining a security clearance is a condition of employment.

What We Offer:

This CUPE position has an hourly rate range of \$34.39 - \$40.49 plus 12% in lieu of benefits. The rate of pay is based on a variety of factors including qualifications, knowledge, experience and skills. You can anticipate a lively, fast-paced environment plus opportunities for personal and professional growth.

Accessibility / Equal Opportunity Employer

The City of Coquitlam is proud to be an Equal Opportunity Employer working towards enhancing equitable practices in our recruitment and retention processes. As an organization we are committed to creating an inclusive work environment to support our growing and diverse work force. To learn more about what equity, diversity, and inclusion means, and the City's efforts in support of these principles, please visit coquitlam.ca/edi for more information.



If at any time during the application or recruitment process you require additional assistance or an accommodation, please contact our team for confidential support. Staff can also provide in-person support if required.

Good people make Coquitlam great, sign up for career alerts through our recruitment portal to stay up to date about opportunities within our team, or follow us on [LinkedIn](#) to learn more about how #YouCouldWorkHere too!

Please apply online at www.coquitlam.ca/careers by 11:55 pm on April 4, 2025.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.