



COMMUNICATIONS OPERATOR 2

Regular Full-time (1) + Auxiliary

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 Community Safety Department is seeking experienced police dispatchers to join the Civilian Police Services team at one of the few stand-alone police operational communications centres in the Lower Mainland. The regular full time Communications Operator 2 supports police operations and community safety at the Coquitlam RCMP Detachment, working as part of a team on 12-hour rotating shifts (2 day shifts and 2 night shifts, followed by 4 days off). Opportunities are also available for auxiliary Communications Operators looking to work on a casual basis to cover a variety of shifts, including days, nights, weekends, and holidays.

As a Communications Operator 2 you will operate police communications equipment, determine priority of calls, control deployment, dispatch police units in response to calls for service, respond to 9-1-1 emergency and non-emergency calls, gather information, generate reports, and provide information to the public on a variety of matters. Poised and tactful in stressful situations, you possess sound judgement as well as excellent listening, communication, and decision-making skills. The ability to think clearly and quickly in emergency situations and perform with accuracy is a necessity.

Qualifications

Along with a high school diploma, previous police dispatching and call taking experience is required. Considerable knowledge of the methods and procedures used in the operation of police radio, telephone, CAD and related equipment is essential. Geographical knowledge of Coquitlam, Port Coquitlam, and surrounding communities is an asset, along with working knowledge of the Criminal Code of Canada, the Motor Vehicle Act, and other appropriate by laws and regulations. Additional courses in Criminology, Psychology, Public Safety Communications, Conflict Resolution, Crisis Intervention, or related disciplines is preferred. Ability to obtain and maintain RCMP Enhanced Reliability Security Clearance is a condition of ongoing employment.

What We Offer:

This CUPE position has an hourly rate range of \$40.49 - \$47.67. The rate of pay is based on a variety of factors including qualifications, knowledge, experience and skills.

You will have the chance to join a rapidly growing and diverse team dedicated to supporting the local community, and be able to engage in variety of learning and development opportunities. The City offers an attractive vacation and extended benefits package, including the ability to contribute to the Municipal Pension Plan.

If you are passionate about community safety and looking to start your career in operational communications but have no previous experience, consider applying for the Communications Operator 1 position available at www.coquitlam.ca/careers

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 March 21, 2025.

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