



*A progressive city of 187,800 people located just a short 30-minute drive from Toronto, the **City of Oshawa** is one of Canada's fastest growing communities that is exceptionally positioned to live, work, learn and invest. Its strategic pursuit of sustainable growth, excellent community service delivery and cooperative partnerships have enhanced its quality of life advantage, while maintaining a strong commitment to financial stewardship.*

Job Title: Regular Full-Time Dispatcher

Posting Number: 005249

Department: Safety & Facilities Services

Branch: Fire Services

Location: Consolidated Operations Depot

Posting Start Date: 2025/03/10

Posting End Date: 2025/03/21 by 4:30p.m.

Employment Group: IAFF 465

Salary Grade: \$65,400 - \$109,000

Standard Weekly Hours of Work: 42.00

Shift Work Required: Yes

Job Description

The Fire Services Dispatcher is required to operate and maintain Communications Centre equipment; receive emergency calls and dispatch appropriate apparatus

Responsibilities:

- Answering and dispatching both agency direct, 911 and civilian calls for emergency fire resources to incidents
- Operating a computer aided dispatch and records management system, emergency radio system, multi-line 911 and administrative telephone system, GIS mapping system, along with various other systems within the fire dispatch centre

- Assess information provided by callers to correctly dispatch the required fire resources in accordance with established policies and procedures
- Work on rotating shifts, including nights, weekends and holidays, and overtime as required
- Have scheduling flexibility for alternate shift assignment
- Communicate clearly and precisely under demanding conditions
- Complete regular training and maintain and follow internal operating policies and procedures. Support and maintain the City of Oshawa Core Values of Authenticity, Courage and Trust (A.C.T.)

Requirements:

- Ontario Secondary School Diploma (OSSD) or academic equivalent (minimum), along with two (2) years of dispatch experience, preferably in emergency services. 911 Emergency and Call Centre Communications diploma is required or an equivalent combination of experience and education, and APCO certification is an asset
- Experience in relevant software applications (Computer Aided Dispatch Software, Microsoft Word and Excel)
- Ability to comply with NFPA 1061 Public Safety Telecommunicator I & II standards
- Current certification in Standard First Aid and CPR Level C
- Demonstrated ability to quickly and accurately enter and retrieve information from the computer with a typing speed of 35 wpm; able to extract data and prepare required reports. Attention to detail and clarity in written communication for reporting purposes
- Strong verbal communication, effective listening skills and ability to focus to calmly and effectively perform dispatch duties in an emergency environment with minimal supervision. Speak, read and write English fluently and communicate in a clear and concise manner. Superior customer service skills
- Work harmoniously with others in a close environment
- Ability to read maps, charts, engage in problem solving and provide verbal directions. Knowledge of radio equipment protocols and operation

- Good general knowledge of the municipalities of Oshawa, Scugog Township, Whitby, Uxbridge , Brock Township, Clarington, and area thoroughfares and cross streets, railways, schools, major structures, etc.

Apply online: <https://oshawa.jobs.net/en-CA/search>

As a condition of employment, the City of Oshawa will require successful candidates to undergo a Criminal Records and Judicial Matters Check.

Please be advised that position location as noted is at the time of posting and is subject to change, as required due to operational needs.

We would like to thank all applicants however, please note that only those selected to attend an interview will be contacted and all other applicants will be kept on file. Applicants are advised that written, oral and practical testing may form part of the selection process.

The City of Oshawa is situated on lands and waters within the Williams Treaties Territory, home to seven First Nation communities of the Michi Saagiig and Chippewa Anishinaabeg, who have cared for and maintained these lands from time immemorial and continue to do so to present day. [Learn more](#)

We are an Equal Opportunity Employer in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code (OHRC). The City of Oshawa promotes the principles of diversity, equity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. The City of Oshawa encourages applications from women, Indigenous Peoples and persons of all cultures, ethnic origins, religions, abilities, ages, sexual orientations, and gender identities and expressions.

The City of Oshawa will provide accommodations throughout the recruitment and selection and/or assessment process to applicants with disabilities and/or needs related to the OHRC. If you require an accommodation during the recruitment process or assistance with the application process please contact Human Resource Services. Personal information provided is collected under the authority of The Municipal Freedom of Information and Protection of Privacy Act.