



Make working for
The City work for you.



9-1-1 Assistant Deputy Chief

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](#). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

As a 9-1-1 Assistant Deputy Chief, reporting to the Deputy Chief, you will be a key leader responsible for overseeing 9-1-1 operations and executing strategic priorities in one of Canada's largest 9-1-1 centres. In this position, you will work closely with internal and external partners as well as multiple levels of government to enhance 9-1-1 services and develop new initiatives. As part of the senior leadership team in a centre with over 300 employees, the Assistant Deputy Chiefs help to establish systems and processes that support staff while fostering an environment of continuous improvement and operational efficiency.

Primary duties include:

- Build and maintain relationships with internal and external partners, including government agencies, to position Calgary 9-1-1 as a leader in public safety.
- Contribute to strategic planning and business development for Calgary 9-1-1.
- Provide leadership and oversight to direct reports, ensuring alignment with industry benchmarks, regulations, and best practices.
- Prioritize initiatives that enhance staff development, engagement, wellness, and workplace culture.
- Oversee employee support functions such as recruitment, training, career development, and performance management.
- Collaborate with the Chief and Deputy Chief on strategic projects, including workflow management, project planning, and administrative operations.
- Strengthen the identity of Calgary 9-1-1 and increase public awareness of its services.

Qualifications

- A completed certificate or diploma equivalent to 2-3 years of full-time study in Business Administration, Sociology, Public Administration, Social Sciences or related field and at least 8 years of related experience, OR;
- A degree in Business Administration, Sociology, Public Administration, Social Sciences or related field and at least 4 years of related experience.
- A background in emergency service and/or experience in a 9-1-1 call centre will be considered an asset.
- Experience in managing or leading through cultural change will also be an asset.
- Success in this position requires the following competencies:
 - Strategic and critical thinking.
 - The ability to deal with uncertain, changing incidents.
 - Demonstrated political and business acumen.
 - The ability to lead and develop others and inspire, motivate and develop teams.

Pre-employment Requirements

- An enhanced security clearance and pre-employment polygraph will be conducted.
- Successful applicants must provide proof of qualifications.

Note: Please note all exempt positions at The City are undergoing a compensation review. This means the union jurisdiction and/or salary range listed here may change. [Tell me more.](#)

Union: Exempt
Position Type: 2 Permanent
Compensation: Level F \$96,522 – 147,834 per annum
Hours of work: Standard 35 hour work week
Audience: Internal/External

Business Unit: Emergency Management & Community Safety
Location: 3705 35 Street NE
Days of Work: This position works a 5 day work week earning 1 day off in a 3 week cycle.
Apply By: April 9, 2025
Job ID #: 311738

Apply online at www.calgary.ca/careers