



DISTRICT OF SAANICH FIRE DEPARTMENT

ALARM DISPATCHER CASUAL POSITION

Applications are now being accepted for casual Alarm Dispatcher. The selected candidate will be utilized for peak operational periods or backfill for vacation, illness, training, or scheduled time off.

In this vital role, you will respond to public requests for emergency service and/or information and will be primarily responsible for receiving 9-1-1 emergency calls and dispatching the appropriate fire/rescue services. The Alarm Dispatcher also provides radio and information support to field units, coordinates communications between fire departments in mutual aid situations and requests the dispatch of other agencies in accordance with procedures and instructions. You will also ensure the information on file is current for all agencies dispatched and that their emergency dispatch procedures are always up to date.

The hours of work (approximately 12 hours per week) and work schedule is variable and based on the department needs. The successful applicant may have their application considered for future Alarm Dispatcher vacancies.

Applicants must be able to meet established medical and academic standards, work shifts, and qualify in essential job function and aptitude tests. Requirements include completion of Grade 12; 6 months experience in customer service capacity including receiving customer enquiries while operating a multi-line telephone system and/or radio; strong written and verbal communication skills; ability to work effectively and make quick decisions in stressful situations; knowledge of fire department incident command system; ability to deal tactfully and diplomatically with clients; a minimum typing speed of 40 WPM; experience in standard computer applications; a full and complete Police Information Check and valid Class 5 B.C. Driver's Licence.

We are offering a virtual information session on Tuesday, May 20 at 10 a.m. to provide interested applicants with more information about the role of Alarm Dispatcher. We encourage applicants to email fireadmin@saanich.ca to have the link shared with you.

This is an International Association of Fire Fighters (IAFF) bargaining unit position with a starting hourly rate of \$34.12 (2022 rate) plus 10% in lieu of benefits. Job description and competition information can be found at www.saanich.ca. **Please apply by May 30, 2025 quoting competition 25128.** In addition to the interview process, testing will be conducted. Although we thank all applicants for applying, only those under

consideration will be contacted.

The District of Saanich is recognized as one of BC's Top Employers for 2025. As an equitable and inclusive employer, we value diversity of people to best represent the community we serve and provide excellent services to our citizens. We strive to attract and retain passionate and talented individuals of all backgrounds, demographics, and life experiences. If you require any adjustments to enable participation at any stage of the recruitment process, please contact in confidence accessibilityHR@saanich.ca.