



FIRE DISPATCHER
RECRUITMENT 2025-FIRE-33

The Town of Smiths Falls is a vibrant, progressive single tier municipality with a population of 10,000. One of Eastern Ontario's most scenic communities, we are centrally located within an hour of Ottawa, Kingston, Brockville and the US Border. The Town provides high quality and affordable life for its residents and is nestled in between prime water frontage along the Rideau Canal – a UNESCO World Heritage site and has many beautiful heritage buildings and recreational facilities.

The Town is accepting applications for **three (3)** full-time permanent **Fire Dispatchers**. Reporting to the Fire Chief, the **Fire Dispatcher** provides emergency dispatching services, operates and maintains communications equipment, receives emergency calls and dispatches appropriate resources. Fire Dispatch operates 24/7 and 365 days per year.

Key Duties and Responsibilities:

- Answer and dispatch calls; assessing information provided by callers to correctly dispatch the required fire resources and external agencies in accordance with established policies and procedures.
- Operate a computer aided dispatch and records management system.
- Operate various systems within the dispatch center including the emergency radio system, multi-line 911 and administrative telephone system and GIS mapping system.
- Complete CAD reports.

Skills and Qualifications:

- Ontario Secondary School Diploma (OSSD) or academic equivalent
- Computer proficiency in various programs including Microsoft Office Suite
- NFPA 1061 - Communications Certificate, or equivalent.
- Demonstrated ability to quickly and accurately enter and retrieve information from the computer including extracting data and preparing required reports.
- Ability to read maps, charts, engage in problem solving and provide verbal directions.
- Knowledge of radio equipment protocols and operation.
- Strong attention to detail and verbal communication.
- Effective listening skills, ability to focus and calmly and effectively perform dispatch duties in an emergency environment with minimal supervision.
- Ability to work well in crisis situations.
- Availability and ability to work varied shifts including nights, weekends and holidays, as scheduled.
- Ability to be on-site within 20 minutes.

Position Type: Full-time
Smiths Falls Professional Firefighters Association I.A.F.F. Local 1593
Hours of Work: 42 hours per week

What we Offer:

Wages: \$52,172.00/year (2025 Salary)
Benefits: A comprehensive benefit package, wellness plan, employee assistance program and enrolment into the Ontario Municipal Employers Retirement System (OMERS).

How to Apply:

Qualified applicants are invited to submit their resume and cover letter quoting recruitment number **2025-FIRE-33** by **Friday August 8, 2025 at 4:00 p.m.**, to Nadine Bennett, Human Resources Advisor, Town of Smiths Falls, P.O. Box 695, 77 Beckwith Street North, Smiths Falls, Ontario, K7A 4T6 or via email at careers@smithsfalls.ca

It is preferred that emailed applications be submitted in one file preferable in MSWord or Adobe format.

The Town of Smiths Falls is an equal opportunity employer, committed to ensuring all candidates are able to participate in the interview process fully and equally. If contacted for employment, please let us know if you require any accommodations to ensure you can participate fully and equally during the recruitment and selection process. We thank all applicants for their interest and only those selected for an interview will be contacted.

Personal information collected from applications is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act, and will be used to determine qualifications for employment. Questions about the collection of Information should be directed to the Clerk at the address indicated above.