

Flex Communications Operator (Permanent, Full-Time) - 1736

Close Date:

September 3, 2025

At the City of Kamloops, we believe in progressive and barrier-free recruitment for everybody every day. This means employment opportunities for all in a safe, inclusive and diverse workplace. We know our city is stronger when we hire qualified individuals from different backgrounds with diverse experiences, cultures and perspectives.

We are focused on creating the highest levels of service excellence, based on an organization-wide community culture that celebrates our employees who make it all happen. We are known as Canada's Tournament Capital and are famous for our hospitality and community spirit, traits that make us a leader! Recreation, sports, arts and culture, health care, social activities, volunteerism, and affordable housing all meld to form a unique blend of big-city amenities with small-town ambience. This is Kamloops!

Let's make Kamloops shine! Join our team today.

Position Overview

An exciting and challenging opportunity exists for a flex Communications Operator (permanent, full-time) with the City of Kamloops – Kamloops Fire Rescue.

Join our fast-paced communications team, where no two days are the same. As a Flex Communications Operator, you'll be the first point of contact for incoming calls, emails, and radio dispatch, ensuring information is relayed quickly and accurately. You'll coordinate responses, track activities in real-time, and support operations by keeping everyone connected and informed. This role requires excellent multitasking, clear communication, and the ability to stay calm under pressure. If you thrive in a dynamic environment and have a knack for keeping information flowing, we want to hear from you.

By joining Kamloops Fire Rescue, you become part of our family helping your family. In this role you will have the opportunity to learn about emergency services and be part of a team who builds each other up and supports one-another in their day-to-day interactions.

The successful candidate must have the following qualifications:

1. Successful completion of Grade 12 or equivalent.
2. Job specific testing will be required.

For new hires, and for those working in designated positions of trust, including those working directly with vulnerable persons, no formal offer of employment will be made until an applicant completes a police information check. A comprehensive benefits package is included with this position. This is an IAFF local 913 position.

Please see the attached Job Description and Letter of Understanding for more information on this position.

Hourly Rate

\$33.752

Hours & Days of Work

Shifts could include: 2 days, 2 nights, 4 days off: 08:00-18:00 / 18:00-08:00. Flex Communications Operators shall work a maximum of three hundred and thirty-six (336) hours in a fifty-six (56) day cycle. Please see attached Letter of Understanding for more information.

Hours per Week

42 (Average)

Please note if you need assistance or have individual needs or requirements throughout the application process, contact the Human Resources Department by telephone, email hr@kamloops.ca or in person at 6-510 Lorne Street so we can better support you.

External job postings are open to everyone. We are an equal opportunity employer and thank all applicants for their interest. Please be sure to review the application requirements of each job you apply for. Only those selected to participate in the recruitment process will be contacted.

Applications are accepted online at kamloops.ca/careers.

LETTER OF UNDERSTANDING #4

BETWEEN: The City of Kamloops (The Employer)

AND: The International Association of Firefighters (IAFF)
Local 913 (The Union)

SUBJECT: FLEX COMMUNICATIONS OPERATORS

This Letter of Understanding is to establish guidelines for Flex Communications Operators and outline hours of work and working conditions.

The parties hereby agree with the following:

1. Flex Communications Operators shall work a maximum of three hundred and thirty-six (336) hours in a fifty-six (56) day cycle.
 - a. Within the fifty-six (56) day cycle, Flex Communications Operators will not incur overtime for their assigned shifts within the three hundred and thirty-six (336) hours.
 - b. Any work beyond the three hundred and thirty-six hours within the cycle will be paid at overtime rates as per the Collective Agreement.
2. Wages and benefits will remain constant with current practices (i.e. eighty-four [84] hours pay at straight time per biweekly pay period).
3. Flex Communications Operators are scheduled on an as-needed basis. They may be used to relieve other Communications Operators and to meet operational demands.
4. Flex Communications Operators shall select vacation under the direction of the Fire Chief or their designate, as follows:
 - a. Flex Communications Operators shall pick their holidays in the Flex Communications Operators group by seniority.
 - b. If a Flex Communications Operators books a full tour off (DDNN), the four days before and the four days after are protected. If they book the days, the four shifts prior are protected and if they book the nights, the four shifts after are protected.
 - c. Changing selected vacation dates after the holiday selection meeting must be submitted in writing to the Assistant Chief for consideration and approval. No request will be approved unless provided two (2) tours prior, allowing for appropriate backfilling of necessary shifts if requested.
5. Flex Communications Operators may be assigned to work ten (10) hour day shifts or fourteen (14) hour night shifts as per the Communications Operators Hours of Work.
 - a. Flex Communications Operators require at least 24 hours off prior to being called for additional shifts.
6. The scheduling of hours or shifts for Flex Communications Operators shall be at the discretion of the Fire Chief or their designate.
7. In the event of a platoon vacancy, Flex Communications Operators shall fill the position based on seniority.

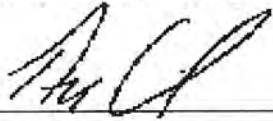
8. The parties share a mutual desire to further evaluate the LOU, after a 1-year period, with the intent of incorporating the LOU into the Collective Agreement at the next round of bargaining, if successful.

Signed this 12th day of May 2025

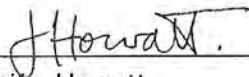
For the City of Kamloops



Ken Uzeloc
Protective Services Director | Fire Chief

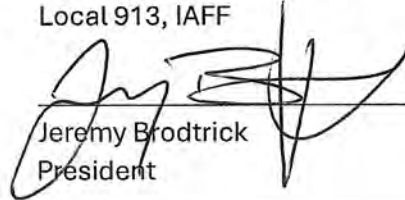


Ryan Cail
Deputy Fire Chief



Jennifer Howatt
Human Resources Director

For Kamloops Firefighters Association
Local 913, IAFF



Jeremy Brodtrick
President



Mark Brise
Secretary