



DISPATCH CHARLOTTETOWN POLICE SERVICES

NATURE OF WORK: Reporting to the Telecommunication/Records Coordinator, this position is responsible for answering calls and communicating with/dispatching appropriate emergency vehicles/officers/fire crews, as necessary. Duties may include the use of radio, telephone, or computer to transmit assignments, tracking units via GPS, and documenting statuses and locations using departmental databases.

This job posting reflects the general details considered necessary to describe the principal functions of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent in such classification.

The confidentiality of City affairs is respected and practiced at all times.

ORGANIZATIONAL RELATIONSHIPS:

- Reports to the Deputy Chief of Administration and Support Services through the Telecommunication/Records Coordinator.
- Works closely with all members of the Police Department.
- Develops and maintains working relationships with all City of Charlottetown employees.
- Develops and maintains relationships with service providers, external agencies, community partners, consultants, and associated professional groups.
- Deals with the public with integrity and in a professional and courteous manner.

PRIMARY FUNCTIONS AND ACCOUNTABILITIES:

- Receive and transfer calls with respect to requirements as a Public Service Answering Service Point (PSAP) for Provincial 911 system when the Police Service is required to act on behalf of the current service provider.
- Receive, evaluate, record, and dispatch calls for service, ensuring thorough information is captured for field officers responding.
- Receive, evaluate, record, and dispatch calls for service, ensuring thorough information is captured for responding to Charlottetown Fire District 1 or 2.
- Document and refer received calls that do not require immediate investigation.

- Provide general information upon request.
- Contact outside agencies and/or individuals to arrange or cancel appointments and relay police information on behalf of field officers.
- Dispatch and control units in response to calls in regular and emergency situations.
- Apprise Station sergeants, Field Supervisors of all urgent/major incidents.
- Operate a variety of communications equipment including:
 - Multi-channel police radio system, public works, and emergency channels.
 - Telephone system, including 911 computer and operating systems and hearing-impaired TTD.
 - Paging and cellular systems; and
 - Mass Notification system.
- Input/query/browse information on computer systems PROS, CPIC, OSCID, and Provincial Justice/Highway Safety.
- Enter, modify, and/or remove entries from CPIC system i.e., warrants, missing persons, stolen vehicles, property, etc.
- Forward, receive, and disseminate message traffic in relation to CPIC, fax, and e-mail.
- Monitor Departmental security cameras.
- Respond to and coordinate calls from field officers requesting support services such as ambulance, fire, tow trucks, etc.
- Knowledge of common offenses of the Criminal Code, Provincial Statutes, and Bylaws, as well as internal policies and procedures.
- As a committed member of the City of Charlottetown team, the Dispatcher will act as a positive role model for all employees throughout the organization.
- Performs other related duties, responsibilities, and functions as assigned.

REQUIRED COMPETENCIES:

- Ability to effectively deal with the general public in a tactful and professional manner.
- Must be medically fit; to have good hearing, clarity of speech. Demonstrated ability to concentrate (as duties demand attention to many areas at once) multitask and effectively respond in crisis situations.
- Ability to get along well with others and take direction.
- Demonstrated ability in the operation of computers and telecommunications equipment. Ability to operate computer equipment for data entry and retrieval. Word processing at 50+ words per minute is an asset.

- Sufficient knowledge/experience to differentiate between criminal and civil matters.
- Must be willing to work shift work and weekends.
- Must adhere to all City of Charlottetown policies.

REQUIRED QUALIFICATIONS:

- Grade 12 or equivalent.
- Experience in the use of the Police Reporting and Occurrence System (P.R.O.S.), and the Canadian Police Information Centre (C.P.I.C.) i-TAP and Provincial Justice FACTS computer system would be beneficial and considered an asset
- Must pass security screening.
- Bilingual (French/English) would be an asset.
- Valid radio operator's license is an asset.
- Equivalent combination of education and experience will be considered.

Salary: \$49,540.62 - \$74,688.52 as per the APA Collective Agreement.

How to Apply:

Please submit a cover letter and detailed resume by e-mail to jobs@charlottetown.ca Your application must be clearly marked “**Application for Dispatch – Charlottetown Police Services**” and submitted by **July 27, 2026, at 4:00 PM.**

Please ensure your application clearly demonstrates how you meet the noted qualifications as applications will be screened based on the information provided. We would like to thank all applicants for their interest; however, only those who are selected for an interview will be contacted.

The City of Charlottetown is committed to equity, diversity, inclusion, and reconciliation and believes in providing a positive working environment where every person feels empowered to contribute. The City encourages applications from underrepresented groups including all designated equity groups with the skills and knowledge to productively engage with diverse communities. If you require an accommodation in any part of the recruitment process, please direct your inquiries, in confidence, to jobs@charlottetown.ca or by calling 902-629-4135.