



NIAGARA REGIONAL POLICE SERVICE

Civilian Career Opportunity

Position Title: Temporary Communicator
Location: 5700 Valley Way, Niagara Falls
Association: Niagara Regional Police Association
Position # applied for: T02/2021
Position title applied for: Temporary Employee
Posting Date: August 27, 2021
Closing Date: September 24, 2021

Position Summary:

As a vital part of the Niagara Regional Police Service response team, Communicators serve as first point of contact with the public and are responsible for generating calls for service and relaying information to Field Units. They are also the Primary Public Safety Answering Point for the Regional Municipality of Niagara's 9-1-1 Emergency Telephone System. The position encompasses two functions – Radio Dispatcher and Emergency and non-emergency Call-Taker.

Minimum Requirements:

- Demonstrated computer skills; proficiency using Microsoft Office including Word
- Must be available to work all shifts, supporting a 24-hour, 7-day a week operation
- Strong interpersonal, verbal, and written communication skills
- Experience working in a challenging setting; ability to think critically and use sound judgment
- Excellent organizational skills with high attention to detail
- Ability to maintain the highest standard of professionalism and confidentiality
- Ability to multi-task and work under strict deadlines
- Minimum 18 years of age
- Canadian citizen or permanent residency
- Satisfactory completion of a Criminal Records Check

Work Experience and Education Requirements:

- Secondary school diploma (or equivalent) plus completion of up to one year of relevant post-secondary courses
- Minimum of two (2) years' workplace experience
- Relevant experience in a similar environment or completion of an Emergency Communication certificate is an asset

Pre-Employment Testing:

Selected applicants will be contacted for pre-employment evaluations including typing (minimum 45 words per minute), aptitude testing and behaviorally based job-specific assessments

Benefits:

- Opportunity to apply to permanent job postings within our Service
- Participation in our comprehensive benefits program after completing 480 hours of work
- Participation in our OMERS defined benefit pension plan after completing two consecutive years of 700 hours of work

How to Apply:

Qualified applicants are invited to submit a resume and cover letter via <https://niagarapolice.formbuilder.ca/Human-Resources/Civilian-Application-Form>

We thank all applicants in advance for their interest. Only those candidates selected to proceed in the process will be contacted.

The Niagara Regional Police Service is an equal opportunity employer which values diversity in the workplace. We will provide accommodations for a disability in employment activities, in accordance with the Ontario Human Rights Code and Accessibility for Ontarians with Disabilities Act. Please contact us at (905) 688-4111 Ext. 5136 or humanresources@niagarapolice.ca if you require any accommodation to ensure that you can participate fully and equally during the recruitment and selection process.

