



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:	E04/2023
Position Title Applied for:	Temporary Communicator
Salary:	\$45.55/hr.
Posting Date:	February 6 th , 2023
Closing Date:	March 20 th , 2023

Position Summary:

The Niagara Regional Police Service is dedicated to serving and protecting residents and visitors within the Regional Municipality of Niagara. In partnership with the community, we shall provide quality policing services, with integrity, diligence, and sensitivity.

As a vital part of the Niagara Regional Police Service response team, Communicators are the Primary Public Safety Answering Point (PPSAP) for the Regional Municipality of Niagara's 9-1-1 Emergency Telephone System. Serving as a first point of contact with the public, Communicators are responsible for generating calls for service and relaying information to frontline officers in support of the Service's commitment to protecting the safety of the community and officers in the field. This position encompasses two functions – Radio Dispatcher and Call-Taker for emergency and non-emergency calls.

Our dedicated pool of Temporary Communicators supports the Communications Unit and the NRPS as a whole by providing coverage for other Communications members during periods of temporary absence or vacancy.

Position Requirements:

- Strong computer proficiency; experience using Microsoft Office programs and ability to learn new computer programs with ease
- Excellent interpersonal, verbal, and written communication skills
- Diplomacy and tact to deal with emotionally charged situations
- Demonstrated ability to think critically, problem-solve and make sound decisions in high-pressure situations
- Excellent organizational and time-management skills with high attention to detail
- Professional aptitude and ability to work with confidential and sensitive information
- Ability to multi-task and remain calm while working under pressure

Minimum Qualifications:

- Completion of a Secondary School Diploma plus a minimum of one year of relevant post-secondary courses from an accredited educational institution
- Minimum of two (2) years' workplace experience; previous experience in a similar call-taking or policing environment is an asset
- Completion of an Emergency Communication certificate is an asset
- Must be available to work all shifts to support a 24-hour, 7-day a week operation
- Minimum 18 years of age
- Canadian citizen or permanent residency
- Satisfactory completion of a Police Criminal Records Check

Pre-Employment Testing:

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

NOTE: Candidates that applied for the Fall 2022 posting and were contacted for testing are not eligible to reapply for 6 months.

Benefits:

- Immediate eligibility to apply to permanent job postings within the Service
- Participation in our comprehensive extended health benefits program after completing 480 hours work
- Immediate participation in the OMERS defined benefit pension plan

For More Information:

- [Communications Unit - Niagara Regional Police Service \(niagarapolice.ca\)](http://niagarapolice.ca)
- [Communications Unit Opportunities - Niagara Regional Police Service \(niagarapolice.ca\)](http://niagarapolice.ca)

How to Apply:

Qualified applicants are invited to submit a resume and cover letter to:

CommsRecruiting@niagarapolice.ca

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

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. 1025129 or careers@niagarapolice.ca if you require any accommodation to ensure that you can participate fully and equally during the recruitment and selection process.