



HAMILTON POLICE SERVICE (HPS)  
JOB OPPORTUNITY

## PT COMMUNICATIONS OPERATOR POOL (Hiring Up to 5)

**Posting #2024 - 039**

**Job Title:** PT Communications Operator Pool

**Status:** Part-Time

**Department/Unit:** Field Support, Communications

**Salary Range:** Schedule 10E \$84,943 to \$99,938 per annum, (\$35.740 - \$42.050 per hour as of January 1, 2023).

**\*Please refer to article 18.12 of the Collective Agreement\***

External applicants are to be paid the base salary of a Band 8 at a Step 1 until the Member has passed the training period for both the Communications Call Taker and Dispatcher job functions. Upon successful completion of the training, the Member will receive Step 1 of the Communication Operators rate.

**Posting Date:** May 14, 2024 and closing date May 28, 2024

**Primary Job Location:** Division 1, 155 King William Street, Hamilton, Ontario

**Hours of Work:** 12-hour shifts – days, night, weekends and holidays, various start times. No guarantee of hours.

**Estimated Start Date:** September 9th, 2024

## SUMMARY

Serving a population of 545,000 residents, the Hamilton Police Service has made a commitment to work in partnership with the community and continue to focus on providing public safety accountability and value to its citizens. With an authorized strength of over 1200 staff, the Hamilton Police Service is committed to the highest standards of integrity and professionalism.

The Communications Operator is a dual role and is comprised of call-taking and dispatching emergency calls for service. Success in this position requires well-developed stress management, judgment, and teamwork skills. You must be able to deal effectively with people in stressful (sometimes life threatening) situations in a fast-paced emergency response environment with constant interruptions and background noise. The ability to interact with officers on the radio, Call Takers/Dispatchers in the room, and people on the phone simultaneously is necessary to ensure public and officer safety. A communications operator is highly flexible and able to respond to changing priorities. Duties include, but are not limited to:

- Responding to and assessing emergency and non-emergency calls for police, fire, and ambulance from individuals experiencing varying degrees of trauma
- Gathering information quickly and accurately using our computer aided dispatch (CAD) system
- Directing a police response to calls for service
- Communicating information with precision in a calm, clear, and strong voice
- Continuously monitor police locations, anticipating resources required, and taking prompt action, in accordance with policy.

**Candidates in the Part-Time Communications Operator Pool must meet the following criteria to be considered:**

1. Legally entitled to work in Canada
2. At least eighteen (18) years of age
3. No criminal convictions for which a pardon has not been granted.
4. Willing and able to work up to 12 hour rotating shifts in a 24 hours/day, 365 days/year
5. Must pass a security clearance as well as a background investigation, credit check, and reference checks
6. Communications software testing
7. Psychological Assessment

### Education & Experience

- Minimum Grade 12, or the equivalent.
- Minimum one (1) year of previous customer service experience in a fast-paced, multi-tasking computerized work environment

### Skills & Competencies

- Ability to communicate with callers in a pleasant yet authoritative manner, take control of a call, and respond to the needs of our community and members in a prompt, professional, and sensitive manner.

- Ability to learn and comply with established HPS policies and procedures, and exercise good judgment within the framework of these policies and procedures.
- Work cooperatively with others, and manage conflict, when required.
- Organize tasks efficiently in an extremely fast-paced environment, and manage multiple tasks as well as changing priorities on an ongoing basis.
- Take direction and work accurately, with high attention to detail.
- Good written communication skills.
- Accurately keyboard a minimum of 50 words per minute (wpm), and utilize computer technology associated with the job.
- Successfully complete and be knowledgeable in all course standards identified by the Ministry.

**Training:** Call taking training will be 3 weeks in a classroom, plus 6 weeks on-the-job training with a training coach following a regular shift rotation. Dispatch training will be 3 weeks in a classroom, plus 7 weeks on-the-job training with a training coach following a regular shift rotation. There will also be a few days of computer applications training.

During the training period, you must be willing and able to commit to reading and studying several hundred pages of manuals, taking notes, completing homework assignments, and completing and passing practical and written examinations.

**\*If you are looking for the full list of duties, please refer to the Job Description**

## APPLICATION INSTRUCTIONS

If you are interested in this position, please submit your application (i.e. cover letter and resume) via email by indicating the posting number in the subject line to [recruiting@hamiltonpolice.ca](mailto:recruiting@hamiltonpolice.ca) before **11:59 PM on May 28, 2024**.

The Hamilton Police Service is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes.

If contacted for an employment opportunity, please advise Human Resources if you require accommodation for testing, interview, or employment purposes.

We thank all applicants, however, only those candidates selected for testing and/or an interview will be contacted.

