



## HAMILTON POLICE SERVICE (HPS) Career Opportunity

### COMMUNICATIONS OPERATOR – PART-TIME (up to 8 positions)

<b>Posting#</b>	#2024-083
<b>JJR#</b>	64
<b>Job Title:</b>	Communications Operator
<b>Civilian/Sworn:</b>	Civilian
<b>Status:</b>	Part-time
<b>Department/Unit:</b>	Communications, Field Support
<b>Salary Grade:</b>	10E
	<b>*External applicants are to be paid the base salary of a Schedule 8E Step 1 (\$74,539 per annum) 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 Schedule 10E, Step 1.</b>
<b>Starting Salary:</b>	\$74,539 per annum (as of January 1, 2023)
<b>10E Salary Range:</b>	\$84,943 to \$99,938 per annum (as of January 1, 2023).
<b>Posting Date:</b>	December 16, 2024
<b>Closing Date:</b>	January 17, 2025
<b>Primary Job Location:</b>	Central Police Station, 155 King William St. Hamilton, ON, or other designated locations as assigned.
<b>Hours of Work:</b>	12-hour rotating shifts, working days and nights (starting at 0700, 1600 or 1900), including weekends and statutory holidays.

### SUMMARY

#### **About HPS**

Hamilton Police Service is comprised of four divisions, plus a training facility, that provide frontline and investigative services to Hamilton's more than 580,000 residents.

Our vision to be a trusted partner in delivering public safety is what motivates our members each and every day. Hamilton Police Service is an innovative police service dedicated to working in partnership with our communities to make Hamilton a safe and healthy community in which to live and work. Established in 1833, Hamilton is one of the oldest policing services in the world.

#### **Position Summary:**

Under the direction of a Communications Supervisor, the Communications Operator will co-ordinate patrol units by disseminating calls for service received through 911 and administration lines, according to the Priority Response System.

#### **Duties include, but not limited to:**

- Respond to and evaluate all incoming calls, including 911 calls for police, fire, and ambulance. Establish priorities for police response, according to the Priority Response System.
- Query and respond to messages via Canadian Police Information Centre (CPIC).
- Prioritize calls for service (i.e. emergency, non-emergency, and administrative calls) utilizing a Computer Aided Dispatch (CAD) system, or a manual card system when CAD is not available.
- Compile and broadcast information to patrol units, in accordance with Directives and HPS Policies and Procedures, utilizing various resources (e.g. in-house computer system and radio).
- Provide direct radio communication utilizing Plain Language, 10 Codes, and Phonetic Alphabet, through CAD and/or Mobile Display Terminals (MDTs). Co-ordinate mobile units, monitoring their location and status.
- Monitor radio on-air communications, while assigning calls for service to units in specified areas. Track all unit movements (e.g. location changes, arrival of back-up units, Canine, Forensics).
- Maintain dispatching responsibilities during major incidents, while utilizing various resources (e.g. Canine, Investigative Services, and Emergency Response Unit).
- Relay information to external agencies (e.g. relay traffic problems to media), in accordance with Service Policy.
- Ability to access external applications to obtain necessary information (e.g. Medical Alert, Text Blue, AQSPlusP)
- Provide evidence at judicial hearings, when directed.
- Monitor and exercise judgment in discontinuing a high speed pursuit, as mandated by the Provincial Directive dealing with high speed pursuits.
- Determine the nature and location of emergencies, to assist callers with critical (e.g. homicide, suicide, sudden death, motor vehicle fatalities, threat of suicides, assault/robbery in progress, domestic violence, sexual assault, child abuse,

large fires, major storms, natural disasters, train derailments, etc.) and non-critical calls for service, individually and as part of a team.

- Perform other duties, as assigned, which are related to the major responsibilities of the job.

**Supervisory Responsibilities:** Not applicable.

**Working Conditions:** Workstation within a large, open-concept office with individual workstations, considerable background noise, and suppressed lighting. Will be subject to external disruptions and numerous interruptions during a shift. Will be required to constantly deal with people in crisis, and work with behaviourally difficult and demanding members of the public, in an extremely fast-paced, multi-tasking environment.

**Physical & Sensory Demands/Dexterity:** Candidates must be able to listen and comprehend information provided through various stimuli simultaneously (e.g. units on-the-air, co-workers in room, public on telephone, etc.) while keyboarding and/or talking and/or monitoring multiple computer screens, all at the same time. Position also requires sitting for long periods of time, reading, writing, standing, and reaching.

**Education:**

- Minimum Secondary School Diploma or equivalent.
- Post-secondary education is an asset.

**Experience:**

- Previous customer service experience in a fast-paced, multi-tasking computerized work environment.
- Minimum 6 months previous satisfactory call taking, dispatching, CPIC, CAD, and/or experience dealing with emergency situations would be an asset, but is not mandatory.

**Certifications & Licences:**

- Valid Class G Driver's Licence, or the equivalent, with no more than six (6) accumulated demerit points, permitting you to drive an automobile in Ontario with full driving privileges is required.

**Required 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.

**Recruitment Process:**

- Resume Review
- Skills/Competency testing
- Screening Interview
- In-Person Panel Interview
- Background Investigation
- Psychological Evaluation

## INTERESTED IN THE POSITION?

Kindly submit your application (i.e. updated 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 January 17, 2025. Please be advised we do not currently use AI technology as part of our screening and selection process.

Hamilton Police Service is committed to a fair and equitable recruitment and selection process. Including building, mentoring, and retaining a talented and diverse workforce representative of the communities we serve. We remain committed to creating a workplace culture that is inclusive and reflects the diversity of the communities we serve. We strongly encourage applications from diverse communities, including Indigenous peoples, persons from

racialized groups, 2SLGBTQIA persons, persons with disabilities, those who are able to speak fluently in another language(s) as well as anyone committed to a rewarding career in public service.

In accordance with the Ontario Human Rights Code (OHRC) should you require an accommodation at any time during the recruitment and selection process we encourage you to notify the Human Resources @ [recruiting@hamiltonpolice.ca](mailto:recruiting@hamiltonpolice.ca)

We thank everyone for their expressed interest and appreciate the time you have taken to submit you application. However, due to limitations, only those selected for employment testing and/or an interview will be contacted.