



## HAMILTON POLICE SERVICE

### Career Opportunity: **COMMUNICATIONS OPERATOR – PART TIME** (Up to 16 positions)

<b>Posting #</b>	#2025-060	<b>JJR#</b>	64
<b>Job Title</b>	Communications Operator	<b>Civilian/Sworn</b>	Civilian
<b>Status</b>	Part Time	<b>Department/Unit</b>	Field Support Communications
<b>Salary Grade</b>	Schedule 10E	<b>Hiring Rate</b>	TBD
<b>Salary Range</b>	\$42.746 per hour to \$50.292 (as of January 1, 2024) *External applicants are to be paid the base salary of a Schedule 8E Step 1 (\$37.511 per hour) 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>Posting Date</b>	September 2, 2025	<b>Closing Date</b>	September 12, 2025
<b>Primary Job Location</b>	155 King William Street, 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.		
<b>Start Date</b>	January 12, 2026 or March 16, 2026 *These start dates are fixed and cannot be altered due to the training schedule. Successful candidates will be assigned one of two start dates.		

## SUMMARY

### About HPS

HPS patrols 1,113 square kilometers, serving over 620,063 residents. The Service is divided into two main areas: Operations, which provides visible policing and investigations in various specialized units, and Support, which offers services in areas such as professional development, emergency response, crime prevention, fleet and facilities, IT, Records and HR. HPS is committed to the highest standards of integrity and professionalism in all its divisions.

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 Ontario Secondary School Diploma (OSSD), 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 & Licenses:**

- Valid Class G Driver's License, 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 Skills and 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.

**PROJECTED RECRUITMENT SCHEDULE – KEY DATES**

- **Week of September 22, 2025:** Applicants who pass initial screening based on the qualifications and experience as outlined in the posting will be invited to a phone screen.
- **Week of September 22 & Week of September 29:** Applicants who pass the initial phone screening will be sent online testing assessments.
- **Week of October 14 & Week of October 20:** Candidates who successfully pass testing will be invited to an in-person interview conducted by a panel during business hours.
- **January 12, 2026, and March 16, 2026:** Anticipated start dates.

*\*Dates are subject to change*


**INTERESTED IN THE POSITION?**

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 **September 12, 2025**. Please be advised we do not currently use AI technology as part of our screening and selection process.

Interested persons applying must be a permanent resident of Canada/Citizenship, and be able to work within Canada.

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've taken to submit your application. However, only those selected for employment testing and/or an interview will be contacted.



At Hamilton Police Service, we are committed to a fair and equitable recruitment and selection process. We strive to build, mentor, and retain a highly skilled workforce that reflects the diversity of the communities we serve. By fostering an inclusive and respectful workplace where every member feels valued and has a strong sense of belonging, we strengthen our ability to serve Hamilton with professionalism, empathy, and integrity.

We strongly encourage applications from individuals of diverse backgrounds, including 2SLGBTQIA communities, Indigenous peoples, persons with disabilities, racialized persons, multilingual candidates, and anyone passionate about public service. By joining the Hamilton Police Service, you will play a crucial role in making a meaningful difference in the lives of those who call Hamilton home.

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*Hamilton Police Service (HPS) is situated upon the traditional territories of the Erie, Neutral, Huron-Wendat, Haudenosaunee and Mississaugas. This land is covered by the Dish With One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek to share and care for the resources around the Great Lakes. We further acknowledge that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation. HPS honours with gratitude this sacred land which, from time immemorial, has been and is home to many Indigenous people from across Turtle Island.*