

Posting Title: Communication Operator

Job ID #: 6135

Status: Regular Full-Time

Salary: \$72,865 - \$95,731

Shift: Rotational (days, nights, evenings inclusive of weekends and holidays)

Location: Communications Services

Vacancies: Several

Job Code: C71CMZ Class 7 (40)

Opening Date: Monday November 14, 2022

The Toronto Police Service is looking for a candidate that shares our corporate values:

Service at our Core – Do the right thing – Connect with Compassion – Reflect and Grow

The Toronto Police Service is the fourth largest municipal police service in North America. With over 5,000 officers and approximately 2,500 civilian employees, we are dedicated to delivering best-in-class police services, in partnership with our communities, by being where the public needs the Service the most, by embracing partnerships to create safe communities, and by focusing on the needs of the City.

The Opportunity:

Are you a self-directed individual with a passion for dealing with members of the public? Do you thrive in a fast-paced work environment that is constantly changing? Are you able to make sound and rapid decisions under stressful conditions, while managing on going multiple tasks and changing prioritizes?

If so, the Toronto Police Service is looking for exceptional people who want to serve the city of Toronto as a Communications Operator.

Known for your outstanding customer service, communication skills and ability to multi task in a stressful environment with courtesy and understanding, while maintaining policies and procedures, you bring an impressive range of attributes, experience and confidence that promotes self-care and wellness within the workplace.

Your resilience keeps you calm in emergency situations which allows you to apply your active listening skills and strong sense of judgment to assess each situation quickly and carefully while making sound decisions to dispatch the appropriate resources. You understand the importance of a healthy work-life balance and have mechanisms in place to cope with difficult situations. You

work in accordance with your values and strengths which promotes self-care and allows you to perform your best on a consistent basis.

What can I expect in this role?

In this role, you will be responsible for receiving, monitoring and assessing incoming emergency calls, and take or expedite the required action in accordance with Service procedures.

This is a dynamic work environment. As a Communications Operator, you will:

- Answer 911 calls from citizens who will be involved in stressful and life threatening situations.
- Be responsible for co-ordinating emergency response to situations requiring the combined presence of fire, ambulance, or emergency personnel from other Divisions or other Police Services.
- Provide instructions or direction to callers when required.
- Assign calls for service to police or parking enforcement officers
- Consistently review events and adjust priorities based on incoming information
- Monitor police pursuits and gather information to assist the Supervisor and the police officer(s) involved. Liaise with other divisions or other Police Services to provide an appropriate response
- Answer telephone calls on the non-emergency, 'dedicated' and internal police lines and take the appropriate action (i.e. answers inquiries, transfers calls to appropriate Unit or Agency)
- Operate various computerized communications consoles and associated equipment to receive, assess and relay information to police officers in the field. Report major or unusual occurrences to Supervisor
- Operate Services databases (including C.P.I.C.) to check for and relay requested information to field personnel
- Perform typical duties inherent to the position such as conducting 'follow-up' calls to citizens, other police Units or related Agencies as required.

How do I qualify?

Mandatory:

- Have successful completion of grade 12 or an approved equivalent combination of education, training, and experience.
- Must have a minimum of two years' of previous customer service experience in a fast paced and multi-tasking environment.
- Must be available to work shifts, including days, nights, weekends, and holidays.
- Ability to hear and readily relay information accurately with high attention to detail, while operating various methods of communication equipment (Computer Aided Dispatch, TTY, portable radios, telephones) despite constant interruptions and distractions.
- Vision standards: 20/40 vision (uncorrected) or 20/30 vision (corrected) with normal close vision, colour vision, distance vision, peripheral vision, depth perception and the ability to adjust focus is essential.

In addition, the Toronto Police Service values the following qualifications:

- Completion of a recognized Public Safety Communication Course is an asset.
- Experience in emergency response, and/or high-stress call centre environments is preferred.

Key Competencies:

Resilience:

- Mental capacity to perform the duties of the position, while having the utmost regard for the safety of the public.
- Ability to navigate through dynamic situations involving a high level of stress and maintaining composure. Keep calm, collective and make quick life changing decisions
- Solid understanding of a healthy work life balance to manage stress.

Multi-tasking in a fast paced environment:

- Strong multitasking skills with the ability to prioritize tasks and deal with critical and time sensitive calls for service.
- Ability to confidently make emergency decisions and act on these decisions under strict and definitive policies and procedures.

Customer Service:

- Strong customer service skills with experience influencing others to maintain calm in emergency situations.
- The ability to de-escalate conflict in a professional and tactful manner.

Problem Solving:

- Ability to deal effectively with persons in crisis and work in a stressful environment that requires problem solving, judgement, conflict resolution, communication, teamwork and co-operation.

Testing Process:

Applicants must successfully pass a multi-level CritiCall testing process.

Phase 1 (Critical)

- Candidates will be tested on CritiCall software which tests short term memory, keyboarding (minimum 40 WPM) spelling, clarity and reading comprehension.
- Call taking skills, such as computer-related multi-taking abilities, data entry skills, memory retention, prioritization, map reading, call summarization and performance under stress.

Phase 2 (Perfex):

- A telecommunications simulator test, measuring motor skills, eye-hand co-ordination, multi-tasking, memory retention and performance under stress
(Note: Only applicants who are successful in the Critical testing (Phase 1) will proceed to phase 2 of testing.

Conditions of Employment:

- All Toronto Police Service employees are required to be fully vaccinated (defined as completion of the full vaccination cycle with a COVID-19 vaccine approved by Health Canada) as a condition of hire unless there is a valid exemption pursuant to the *Human Rights Code*.
- Must pass medical assessment.
- Must successfully pass the intensive training program.
 - 32 week paid training program, which is comprised of 17 weeks of calltaker training and 15 weeks of dispatch training. You will be reporting to various locations during your training program, which will be provided to you on the first day of class. Training will include days, afternoons, midnights and weekends).
- **Anticipated start date of first training program is October 30th, 2023.**

****Note: applicants may be deferred to future 2023 classes if not selected for October 30th training program.**

Probation Period:

18 Months

Contact:

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