



JOB POSTING #2020-024

CASUAL COMMUNICATIONS CLERK - OPERATIONAL SUPPORT

SALARY RANGE: \$34.84/hr - \$40.27/hr
START DATE – March 2021

The Barrie Police Services Board is seeking qualified applicants for the position of Casual Communications Clerk. A Casual Member is defined as a member who is not guaranteed a minimum amount of hours and is scheduled in accordance with the needs of the service.

The incumbent will work as an effective member of a team to ensure efficient and accurate dissemination of all calls for Service. The Communicator provides a vital link between the community and responding officers, which requires one to respond with tact, diplomacy and in a manner, which is consistent with the Quality Service Standards of the Barrie Police Service.

Reports to: Communications Supervisor

Principle Duties and Responsibilities

- Promptly answer all incoming 911 telephone lines, police emergency/non-emergency lines, internal police lines, TTY/TDD lines and text with 911 calls
- Provide efficient and accurate information on all calls for service
- Query records on CAD, CPIC, Paris and Niche as required
- Provide a continuous flow of relevant information through Police radio, cell phones, CAD, MDT and CPIC ensuring officer safety
- Create and maintain accurate records regarding officer/Service response to requests for police
- Providing vital link between the community and responding officers
- Interact and respond to emotional members of the public, dealing with potentially traumatic/high stress events
- Respond to the public and members of the Service with tact, diplomacy and in a manner, which is consistent with the standards of the Barrie Police Service
- Conduct daily equipment checks and ensure steps are taken to rectify any malfunctions
- Other duties and projects as assigned

The Barrie Police Service offers a competitive salary and excellent benefits. As a member of a growing and dynamic organization committed to the public safety of the community, the ideal candidate must possess:

Qualifications

- Be at least 18 years of age
- Be a Canadian Citizen or hold Permanent Resident Status
- Valid “G” Ontario Drivers Licence
- Ontario Secondary School Diploma (OSSD); or equivalent
- Post-secondary school and/or Emergency Communication/911 Operator course an asset
- 1-2 years related working experience an asset
- Be physically and mentally able to perform the duties of the position

Knowledge, Skills and Abilities

- Knowledge of the City of Barrie geography
- Knowledge of Federal, Provincial and Municipal Law and associated Statutes
- Above average working knowledge of CAD, NICHE and CPIC and the telephone system
- Proficient keyboarding skills; typing with speed and accuracy (at least 40 w.p.m.)
- Strong customer service skills with experience influencing others to maintain calm and de-escalate conflict respectfully until assistance arrives
- Effective interpersonal and communication skills with multiple levels and sources for listening and comprehension and reasonable decision making
- Excellent time management, multi-tasking, organization, and prioritization skills
- Possess the ability to work for long periods on a computer in a high stress environment
- Ability to work cooperatively as a member of an effective and professional team
- Ability to assess and respond in environment which requires rapid changes in duties and priorities
- Ability to exercise good judgment within the framework of policies and procedures
- Reliable attendance; able to work shift work; days, evenings, weekends, statutory holidays
- Demonstrated ability to be insightful and resilient in a variety of situations with the ability to critically think in a fast paced environment
- Proven ability to interact diplomatically, tactfully, and confidentially with all levels of the Service and members of the public

Working Conditions

The incumbent will work in a fast paced and high stress environment, remaining alert to instantly respond to a variety of different callers and situations (some potentially traumatic) and sometimes following a period of inactivity.

The incumbent will work seated or standing for extended periods of time in front of a computer with multiple screens, and telephone/headset with little opportunity to move around to relieve stress, while maintaining focus, gathering or relaying information with speed and accuracy.

The incumbent's availability to attend all shifts throughout the year, including dayshifts, nightshifts, weekends, and Statutory Holidays, is crucial.

How to Apply

Posting Date: December 4, 2020

Closing Date: December 18, 2020

All interested employees currently covered by the terms and conditions of the Barrie Police Service Civilian Working Agreement, should submit their cover letter and resume, outlining all education, training, and work experience to Sandra Moore, Administrative Assistant #9019 Human Resources and Employment Unit, on or before 1500 on the closing date.

EXTERNAL candidates please submit a **COMPLETE** application package, including a Civilian Application Form, Civilian Authorization for Release of Information Waiver, Cover Letter, and Resume, outlining education, training, and experience to support the essential qualifications and knowledge, skills and abilities of the position prior to 1500 on the closing date to:

**Barrie Police Service, Employment Unit
Job Posting #2020-024
110 Fairview Road, Barrie, ON L4N 8X8**

Forms and Waivers may be found at www.barriepolice.ca under the Join Our Team tab →Civilian Employment →Application Process

In accordance with the *Accessibility for Ontarians with Disabilities Act (AODA)*, Barrie Police Service strives to ensure that all recruiting practices and processes are non-discriminatory and barrier-free. If contacted in regard to this competition, please advise the Human Resources Representative of accommodation measures you may require during our selection process. Personal Information is collected under the authority of the Police Services Act to determine eligibility for employment.

Personal information collected in response to this posting is collected under the Authority of the Police Services Act to determine eligibility of employment.

Barrie Police Service Values

Through our actions and dedication, we model the principles of Professionalism, Respect, Integrity, Diversity, and Excellence. (P.R.I.D.E.)