

E-Comm 9-1-1, the emergency communications centre for southwest British Columbia is seeking highly skilled, mature-minded individuals to join our Operations team. This is not a job, but a career! As the first point of contact between emergency services and the public, you will focus your energy and talent to receive and triage emergency calls for Police, Ambulance and Fire. You will collect, prioritize and disseminate significant and crucial information to Police and Fire agencies. Every shift is different and every call presents new challenges. We expect you to take responsibility for delivering professional, timely and quality emergency communications services to the public using state-of-the-art computer systems.

Are you ready for a rewarding and exciting career? Join us in helping to create safer communities.

EMERGENCY COMMUNICATIONS OPERATOR 1

The Ideal Candidate

- Displays honesty, integrity and ethical conduct at all times
- Is committed to professionalism and excellence in customer service
- Reacts quickly, logically, efficiently, and calmly in emergency situations
- Respectfully responds to calls in various states of mind
- Displays exceptional prioritizing and multi-tasking skills in an emergency, priority driven environment
- Exhibits excellent oral and written communication skills
- Remains flexible and adaptable in an ever changing work environment while contributing to the teams goals
- Is interested in making a long term career at E-Comm and is able to commit to being available to us for a minimum of two years

Education and Experience

- Grade 12 Diploma, ideally supplemented by courses in public safety, emergency communications or criminology
- Experience working or volunteering in an emergency services environment is desirable
- Experience working in a high volume call centre environment is preferred
- Knowledge of SW British Columbia geography an asset
- Excellent computer skills with fast and accurate keyboarding—44 WPM

Mandatory Requirements

- As a condition of employment, candidates must obtain and maintain an RCMP Reliability Status, which involves an in-depth background investigation. You must have been in Canada for a minimum of five (5) years. The background investigation will be performed to assist and determine suitability, reliability and security of the applicant being considered for employment with E-Comm. The investigation concentrates on, but is not limited to, previous employment, education, neighborhood inquiries, friends and associates, character references, personal finances, drug and alcohol use, and criminal activities
- Candidates must possess visual acuity of 6/9 (20/30) in the best eye
- An Audiogram completed within the last 12 months indicating hearing ability within the normal range (with or without hearing aids) is required
- Must successfully pass E-Comm CritiCall testing which examines your skills in the areas of data entry, call summarization, character comparison, cross-referencing, decision making, map reading, memory recall and prioritization
- Must successfully pass aptitude testing which assess problem solving and learning aptitude

Training Requirements

- Each new Emergency Communications Operator I is provided (and must pass) paid classroom training, which includes daily homework, weekly tests, final exams and ongoing assessments followed by on the job training. Training is mandatory and will occur during your first 3 to 6 months at E-Comm. Flexibility is required and expected for both Regular and Temporary Full-Time employees relating to schedule changes to accommodate classroom training and one-on-one mentoring/training. This may include change of hours, change of rotations and change of teams. You must have a flexible availability to meet the training and shift requirements. Lastly, Regular Full-Time employees must successfully pass a 9-month probationary period.

What We Offer the Successful Candidate

- The starting hourly wage for this position is \$22.01 per hour or \$44,068.78 annually with yearly increases.
- We offer excellent wages and benefits for Regular Full-Time and Temporary Full-Time Employees. In addition there is a full range of benefits after 6 months of continuous employment.

Extensive Career Opportunities are Available

Once you have mastered this very challenging position, there is the potential to progress to positions such as:

- Emergency Communications Operator 2 (Dispatcher)—\$25.86 to \$30.45 hourly (2010)
- Central Dispatcher—\$28.06 to \$33.02 hourly (2010)
- Emergency Communications Operator 3 (Trainer)—\$28.06 to \$33.02 hourly (2010)
- Team Manager—Management Salary Scale

Additional Information

Position Status: Regular and Temporary Full-Time

Hours of Work: We are a 24/7, 365 day operations, therefore workdays include nights, weekends, and statutory holidays including Christmas, New Year's Eve, Halloween and special events. Currently the hours of work for Regular Full-Time and Temporary Full-Time employees are 12-hour shifts, 4 days on and 4 days off rotation, and each block you will alternate between AA/DD and BB/CC times. A = 0700 to 1900; B = 0900 to 2100; C = 1500 to 0300; D = 1900 to 0700.

Location: Vancouver

Employee Group: CUPE, Local 873-02

Please visit www.ecomm911.ca and click on "Join Our Team" to apply.