



THE THUNDER BAY POLICE SERVICE

POSITION DESCRIPTION

POSITION: Communication Operator
BRANCH: Operational Support
UNIT: Communication Centre
REPORTS TO: Communication Centre Supervisor
PAY SCALE: Level 7A to Level 11A

CORE COMPETENCIES

The **Communication Operator** is responsible for the orderly operation of general duties within their assigned Unit, as well as the efficient transfer of information and communications received by the Thunder Bay Police Service. General core competencies required to be successful in this position are:

Competencies	Requirements
Accountability and Excellence	• Align behaviours to organizational and ethical values of trust, integrity, leadership, inclusivity, and collaboration. • Address others whose behaviours are contrary to TBPS values. • Demonstrate required level of job-related skill. • Focus efforts on achieving standards of excellence through continuous improvement and ongoing development. • Comply with all relevant codes of conduct, policies, and procedures. • Exercise self control, adaptability, and flexibility in stressful or difficult situations. • Accept responsibility for own actions regardless of consequences. • Respect the dignity, human rights, equity, diversity, and inclusion of others.

Competencies	Requirements
Decision Making	• Apply established guidelines and procedures to make informed decisions. • Seek guidance as needed when the situation is unclear and involves the right people in the decision-making process. • Consider consequences of decisions including the impact on others and the TBPS. • Reach decisions that are consistent with established procedures and TBPS values. • Assess the effectiveness of decisions and responds accordingly.
Interaction and Influence	• Promote team goals, share the workload, and assist others. • Give credit and acknowledge contributions and efforts of peers. • Treat others fairly, ethically, and with value — communicating openly and building trust. • Effective written and verbal communication skills – clear, concise, and suited to others’ level of understanding. • Demonstrate cooperation, collaboration, and consensus-building when working with others within or outside the TBPS. • Ability to accept and act on constructive criticism. • Effectively communicate using strategies to achieve common goals, influence, and gain support of others.
Social & Cultural Competency	• Demonstrate a professional, empathetic, and objective demeanour. • Able to effectively interact, work and develop meaningful relationships with people of various ethnic, cultural, and social backgrounds. • Recognize and respect diversity through communication and actions in all contexts. • Show respect and openness towards someone whose ethnic, cultural, and social background is different from one’s own. • Able to recognize and manage one’s own behaviours, moods, and impulses to create an inclusive, equitable and welcoming environment within the TBPS. • Able to use one’s own experiences to relate to and work with all ethnic, cultural, and social groups.

Adaptability	• Remain effective and retains perspective and/or maintains control and composure in the face of difficult or demanding situations. • Display a positive attitude when working under conditions that are unclear or fluctuating. • Adjust own behaviours and approaches when faced with new information and changing situations. • Ability to focus on more than one task simultaneously and prioritize competing demands.
Information Management	• Use appropriate procedures to collect, organize, retrieve, maintain, and disseminate information. • Demonstrate awareness of key types and sources of information needed to perform duties. • Effectively use technology and/or systems to manage information pertinent to the position. • Ensure appropriate security protection, storage, and maintenance of information. • Respect confidentiality of information. • Knowledge of computer applications pertinent to position.
Skill Mastery	• Demonstrate specialized knowledge and skills to effectively perform the duties of the position. • Maintain training and certifications relative to the role. • Works cooperatively within a specialized team environment.

SUMMARY OF ESSENTIAL JOB FUNCTIONS:

The **Communication Operator** is responsible and accountable to the Communication Centre Supervisor for the efficient and timely performance of the assigned duties and responsibilities. Specific responsibilities shall include but not be limited to:

- Operates communications consoles, soft phones, radios, computers and associated equipment to receive and relay information to emergency services field personnel.
- Maintains accurate records of the status of the field units in CAD for the safety of responding units.
- Reports major or unusual incidents to Supervisor.
- Receives and assesses incoming calls on emergency and internal lines and expedites the required action by performing the Computer Aided Dispatch function (police or fire) or contacting the appropriate service(s), such as, but not limited to ambulance and utilities.

- Assists in training new and existing personnel in job duties.
- All other duties as assigned within the core competencies.

QUALIFICATIONS

- Secondary School diploma.
- Minimum of nine (9) months work-related experience in a Police, first responder agency or comparable environment dealing with highly confidential information.
- Successful competition of CRITICAL and psychological test.
- Demonstrated ability to communicate in a clear and concise manner, including effective listening skills and the ability to comprehend, retain, record, and relay information clearly, accurately, and efficiently, with a high degree of emotional intelligence.
- Demonstrated knowledge of computers with a proficiency with Microsoft Windows.
- Proven ability for full keyboard operation with a minimum typing speed of 35 words per minute.
- Proficient in the operation of office equipment such as multi-functional computer dispatching software, and multi-functional telephone set.
- Demonstrated ability to promote a positive work environment, creating open dialogue and is approachable.

WORKING CONDITIONS

- Required to work a 24/7 shift schedule consisting of a schedule of 2 days on, 2 nights on, 4 days off, to meet operational requirements of the unit.
- Frequent periods are spent standing or sitting in the same location with some opportunity to move about.
- Must be able to wear a headset.
- High level of room awareness at all times.
- Fast paced work environment with continual unique situations.
- High level of accuracy, speed, and attention to detail required.

TESTS & ASSESSMENTS

Candidates may be subject to any of the following tests and assessments for this position.

- Application review
- Performance Appraisal review
- Disciplinary record review
- CRITICAL test
- Psychological test
- Panel Interview

APPROVAL:

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