

CITY OF HAMILTON

HEALTHY AND SAFE COMMUNITIES DEPARTMENT (HAMILTON FIRE DEPARTMENT – COMMUNICATIONS SECTION - LOCATION – 1227 STONE CHURCH RD. E.)

CHIEF COMMUNICATIONS OFFICER - LOCAL 288

SUMMARY OF DUTIES

Reporting to the Assistant Deputy Chief, the Chief Communications Officer is responsible for the management of the day-to-day operations and administrative activities of the Communications section in a people-focused, positive, efficient and effective environment.

The Chief Communications Officer directly supervises Communications section personnel by enforcing the policies and procedures of the Hamilton Fire Department, legislated requirements of any municipal, provincial or federal jurisdiction or any legal direction of the Fire Chief, Deputy Fire Chiefs, or Assistant Deputy Chiefs.

GENERAL DUTIES

Develops strategic plans for the Communications section by identifying key effectiveness areas, developing short and long-term communications staffing and organizational requirements, developing objectives and an action plan. Establishes timeframes and accountability for the implementation of the plan so that departmental goals and objectives can be met within the established time frames.

Co-ordinates and manages the effective and efficient administrative functions and technical operations of the Communications section in co-operation with the Administration Division, other divisions of the Hamilton Fire Department, authorized clients and other public safety and non-public safety departments, as authorized.

Chairs and participates in appropriate meetings so that the Communications section is run in accordance with organizational regulations, policies and procedures.

Provides a high level of strategic, professional and technical advice to adequately forecast, recommend and implement various strategies of emerging, but proven innovations when and where appropriate for the Communications section.

Monitors day-to-day operations to ensure that organizational standard operating procedures are adhered to, safe practices are employed. Ensures comments and concerns relating to performance are noted and communicated back to the division personnel.

Participates in the development of an annual budget and monitors the annual budget to meet the Division's approved annual objectives.

Participates in Officers' meetings and selection committees. Responds to complaints and inquiries so that the section operates efficiently.

Responsible to carry a pager and respond to emergencies and perform duties as may be described by Hamilton Fire Department policies and procedures or any legislated emergency plans or mutual aid agreements pertaining to the Municipality or the Hamilton Fire Department in particular.

Available in emergency situations to work in the Communications Centre as a call-taker/dispatcher

Completes annual Performance Accountability and Development reports of Communications personnel and ensures the development of motivated and skilled Communications personnel.

Provides leadership to staff and supervises Communications section personnel by establishing performance objectives with staff. Assigns and/or delegates tasks and activities to personnel so that work is assigned equitably, directions are given as to actions to be performed, and expectations and activities are accomplished within the available time frame.

Provide leadership to staff by recognizing individual and crew performance orally and/or in writing so that individual and team effectiveness and efficiency are encouraged and rewarded, and professional image and a high level of responsibility, accountability and morale are maintained.

Prepares all work schedules in accordance with Hamilton Fire Department policies to ensure that sufficient personnel are on duty to meet the needs of the section in accordance with organizational requirements.

Monitors and approves overtime hours in accordance with Department Policy while ensuring budgetary concerns are addressed.

Ensures personnel are on duty and fit for work so that problems or concerns are identified immediately, and requirements for recognition, corrections or support can be determined.

Establishes, maintains and reviews daily records and files in accordance with Hamilton Fire Department policy to ensure that operational records are complete, maintenance and repair to communications equipment are fully documented, and information is organized, complete, current and accessible for future reference.

Co-ordinates training programs and trains departmental staff in Hamilton Fire Department policies and procedures, Communications section policies and procedures and specialized technical concepts, i.e. Computer Aided Dispatch, Records Management System, functional concepts of 911 telephone systems, conventional and trunked radio systems, departmental business telephone systems, digital recording systems, operation of business personal computers, etc.

Enforces Hamilton Fire Department policies and standard operating procedures so that all personnel are aware of requirements and modification to Hamilton Fire Department policies and procedures and their conduct, dress and actions reflect standard operating procedures.

Enforces Occupational Health and Safety legislation and Hamilton Fire Department safety policies so that risk of injury in any situation is reduced and the effectiveness of any personnel is not compromised through the allowance of unsafe practices and ensures that unsafe/inoperable protective equipment and are replaced so that optimal protection is provided to all section members.

Orients all new personnel including arranging for their overall introductory training.

In cooperation with City of Hamilton Human Resources Division and the Hamilton Fire Department Administration Division, recruits and selects Communications Operators so that the most capable candidates are offered employment, and the testing procedures are valid and reliable.

Actively participates in the development and implementation of standard operating guidelines and ensures the recommended procedures are safe, achievable and improve performance levels of the Hamilton Fire Department and aligned with Operations Division policies and procedures as applicable.

Maintains recording of all dispatch information for reporting and statistical use by all divisions of Hamilton Fire Department.

Co-ordinates the maintenance and servicing of all communications systems and equipment including mobile, pagers and fixed site communications equipment ensuring adequate coverage and response as required.

Maintains a technical library so that operational manuals, technical manuals and current standards in communications are available for reference.

Liaises between Communications section, Administration Division, and other Hamilton Fire Department divisions so that open channels of communications are maintained, the chain of command is followed, and information is communicated accurately, concisely and without distortion.

When required, participates in Senior Officers' meetings so that information on the status of Hamilton Fire Department initiatives can be shared, concerns that affect the department can be brought to the attention of superiors, so that valid recommendations and decisions can be made to maintain an efficient Hamilton Fire Department operation.

Reviews new legislation and regulations so that changes and new information that affect the fire service are brought to the attention of superiors, valid recommendations and decisions are made and Communications section procedures, techniques and policies are updated.

Participates in meetings of recognized communications associations so that information on communications programs and activities can be shared, sources of expertise or resources are made available to the department and a network of professional contacts is maintained.

Contacts equipment manufacturers, suppliers, service providers, and professional associations so that evaluations can be made, cost effectiveness can be determined and new and innovative products, and equipment and systems can be recommended, while following all Corporate and Divisional Purchasing Policies.

Participates on project teams as a technical resource to assist in the research, selection, evaluation and implementation in acquiring new software applications and services within the Division.

Provides user support in the diagnosis and resolution of CAD software related problems and recommends remedial actions.

Ensures the accuracy and prompt completion of all reports, records, projects and evaluations with required documentation.

Requisitions communications equipment, replacement parts and supplies.

Represents the Hamilton Fire Department as required and performs other duties as required or assigned.

Enforces and adheres to Health and Safety Act and applicable regulations as it relates to the position.

Perform other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Possess formal post-secondary education in emergency services administration public administration or demonstrated relevant experience and expertise in all aspects of emergency communications and dispatch ideally in a unionized emergency service organization.
2. Extensive experience with technology utilized within an emergency dispatch center including voice radio systems, Computer Aided Dispatch systems, mobile data terminals, emergency phone systems and RMS and emerging technologies.
3. Demonstrated ability to effectively manage staff in a results oriented environment in a predominantly unionized environment.
4. Proficiency in MS Office applications including working knowledge of Microsoft Windows, Word and Excel.
5. Highly organized and able to work in both a team and independent manner in order to cope with meeting the demands of a large emergency services organization related to communications needs.

6. Highly developed communication and interpersonal skills with the ability to schedule work and direct staff.
7. Demonstrated personal commitment through a progressive career path and pursuit of related educational experience, including the involvement in a multitude of areas related to the overall organizational needs within a modern Fire Service.
8. Demonstrated ability to gather business requirements in an innovative and resourceful approach to finding solutions.
9. Hands-on experience with multiple reporting tools.
10. Excellent written and oral communications skills with emphasis on the ability to explain procedures and processes.
11. Excellent organization skills in order to deal with constant quick changing priorities and balance multiple requests.
12. Due to the nature of Emergency Services, the incumbent may be required to report to work outside of normal business hours. The work schedule is subject to change based on the department needs.
13. Willingness to take job related courses in the development and maintenance of professional currency and competency as well as in pursuing and acquiring the skills necessary for career advancement.
14. Must possess a Class "G" Driver's License.
15. Must possess NFPA 1061 certification or equivalent.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

NOTE:

As a condition of employment, the successful applicant(s) will be required to obtain a Police Vulnerable Sector Check, at their own expense, prior to beginning work in this position. You must have no criminal convictions for which a pardon has not been granted at time of application.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
