

CITY OF HAMILTON**COMMUNITY & EMERGENCY SERVICES DEPARTMENT**
(FIRE DIVISION - COMMUNICATIONS SECTION)**COMMUNICATIONS OFFICER****JOB SUMMARY**

Directly reporting to the Division Chief of Communications, the Communications Officer will function as the on-duty Platoon supervisor, overseeing the operation of the Communications Centre, ensuring that all dispatching functions are conducted in an efficient manner in accordance with Hamilton Emergency Services policy and procedures.

GENERAL DUTIES

Supervises the on-duty Communications Operators and performs all typical functions and responsibilities as per the job description of a Communications Operator.

Responsible for ensuring that emergency vehicle resources are balanced across the City at all times, in accordance with Hamilton Emergency Services policy pertaining to the backfilling of stations.

Ensures the efficient day-to-day operations of the Communications Centre and completes all required reports and/or notifications pursuant to the position in a timely manner.

Ensures that on-duty Communications Operators are made aware of any changes in Hamilton Emergency Services policy and updates the Communications Standard Operating Guidelines (SOG) manual as required.

Maintains the Communications Shift Schedule; ensuring minimum staffing levels are in place at all times.

Maintains and keeps current, all Communications Notice Boards.

Completes personnel evaluations and conducts examinations as tasked.

Ensures that adequate quantities of all supplies are maintained, advising the Division Chief of any supplies that need to be requisitioned.

Responsible for ensuring that the Corporate Computer Use Policy is adhered to by all personnel assigned to the Communications Division.

Maintains and updates the CCINFO disk as required, and ensures that pertinent HAZMAT reference materials are current and available.

Observes and tests all communications equipment to ensure its continued operation and notifies the appropriate agencies or authorities of any equipment/system failures to allow repairs to be completed promptly.

Responsible for the training of new staff and fill-in operators, as well as the compilation and maintenance of all associated training manuals and conducts regular training for all in-service staff on their Platoon.

Responsible for ensuring the continued operation of the voice logging equipment and changing tapes or recording media as required, provides authorized personnel access to the voice logger recordings, and compiles copies of audio tapes or transcripts as required.

Attends meetings as assigned by the Division Chief of Communications.

Provides statistical response data as may be requested by the Division Chief of Communications or the Administration Division.

Maintains personnel records as required.

Ensures the maintenance of all street and map reference materials.

Responsible for the adherence of all pertinent requirements relating to Occupational Health and Safety.

Assigns administrative duties to staff as required and ensures the completion of all tasks so assigned.

Acts as a liaison between the Communications Division and on-duty Suppression Senior Officers, and addresses any issues or conflicts that may arise.

Monitors the ongoing operation of the Computer Aided Dispatch (CAD) system, and advises the appropriate authorities of any failures.

Ensures that the Computer Aided Dispatch system accurately reflects the current status of all emergency vehicles, and events at all times.

Assists the Division Chief of Communications within the administrative role of the Records Management System, including the training of staff in its use.

Performs the duties of the Division Chief of Communications, acting in his/her capacity when assigned.

Performs other duties as assigned by the Division Chief of Communications, including providing administrative support as required.

QUALIFICATIONS:

1. Demonstrated experience in a communications and computer aided dispatch environment normally acquired through the completion of a Degree or Diploma in Public Administration, Management Studies, Computer Sciences or a related discipline or an equivalent combination of education and experience.
2. Ability to assess urgency of emergency and non-emergency calls and dispatch units as required.
3. Demonstrated experience as a Communications Operator in the Fire Emergency Services.
4. Proficiency in MS Office Applications including working knowledge of Microsoft Windows, Word, Excel and MS Outlook.
5. Highly organized and able to work in both a team co-ordinated and independent manner in order to cope with meeting the demands of a large emergency services organization related to communications needs.
6. Effective verbal and written communication skills in English and the ability to relate to the public, other municipalities and staff in a pleasant and courteous manner are considered essential for this position.
7. Ability to schedule work and direct staff.
8. 20/20 corrected vision including full spectrum colour capacity.
9. Must be willing to undertake job related in-house and external training programs and courses.
10. Must be able to work shifts, weekends, and statutory holidays.
11. A technical knowledge or understanding of two-way radio systems would be an asset.

12. Previous experience with the Intergraph™ Public Safety Computer Aided Dispatch (CAD) application would be an asset.
13. A good working knowledge of the City of Hamilton would be an asset.
14. A general familiarization of the municipalities and territories surrounding the City of Hamilton, throughout south-central Ontario would be considered an asset.
15. Previous experience in a public safety communications environment would be an asset.