

CITY OF HAMILTON

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

FIRE COMMUNICATION OPERATOR – LOCAL 288

SUMMARY OF DUTIES

Reporting to the Chief Communications Officer and under direction of a Communications Officer while on shift, the Fire Communication Operator receives, answers, interprets, transmits and records all emergency and non-emergency calls from the public and other agencies under the jurisdiction of the Hamilton Fire Department.

GENERAL DUTIES

Receives, analyzes and interprets alarms for all emergencies. Ensures the accuracy of alarm locations and supplementary response information.

Using Computer Aided Dispatch (CAD) computer equipment and through manual tables, analyze information received to determine appropriate emergency units required and transmits all pertinent information to those responding units. Relays all updated pertinent information to responding emergency units, while enroute or on scene.

Determines the need for other emergency, utility, and service agencies (e.g. hydro, gas). Requests and coordinates their response with the assigned fire emergency units.

Communicates clearly, calmly and concisely with / and assists Incident Commanders to mitigate emergency incidents.

Performs data entry into the Computer Aided Dispatch (CAD) computer system as information is both relayed and/or created.

Monitors and records all personnel and vehicle status transactions. Updates all required personnel of designated status changes.

Conducts entry/extractions of all required information within the Records Management System (RMS) within areas of responsibility.

Receives, processes or refers all non-emergency or general inquiries related to Hamilton Fire Department functions. Maintains a good working knowledge of all Hamilton Fire Department Divisions.

Participates in on-going training as assigned by the Chief Communications Officer.

Maintains and updates Division journals, response records and other specialized reports and forms as required.

Maintains and ensures the accuracy of all appropriate reference material.

Observes and tests communications equipment. Notifies appropriate authorities of problems, concerns and malfunctions.

Performs preventative maintenance such as cleaning of communications equipment as required.

Provides administrative support within the Division.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are related to the responsibilities of the job.

QUALIFICATIONS

1. Previous communications experience related to duties listed above normally acquired through a combination of education and relevant work experience. A diploma from a Public Safety Communications program and / or a diploma or experience with computer aided mapping applications would be considered an asset.
2. Must have 20/20 corrected vision including full spectrum colour capacity for dispatch functions.
3. Must be able to work shifts, weekends, and statutory holidays.
4. Previous experience with a Public Safety records management system would be considered an asset.
5. Ability to demonstrate situational awareness, ability to prioritize and problem-solving skills.
6. Superior telephone manners with good voice quality, diction and articulation. Good listening skills with demonstrated ability to assess urgency of emergency and non-emergency calls.
7. Strong verbal and written communication skills in English. Demonstrated ability to relate to the public, staff, other municipalities in a pleasant and courteous manner
8. Demonstrated ability to work calmly and effectively in a fast-paced, at times stressful environment.
9. A technical knowledge or previous understanding of two-way radio systems would be considered an asset.
10. Previous experience with the Intergraph™ Public Safety Computer Aided Dispatch (CAD) application would be considered an asset.
11. Experience in a computerized environment. Must demonstrate proficient keyboarding skills to a minimum of 35 words per minute (wpm). Knowledge of Microsoft Office applications will be an asset.
12. NFPA 1061 Standard for Public Safety Telecommunications Personnel Professional Qualifications would be considered an asset
13. A good working knowledge of the City of Hamilton with strong familiarity of Hamilton streets and major landmarks/buildings would be considered an asset.
14. A general familiarization of the municipalities surrounding the City of Hamilton would be considered an asset.
15. Previous experience in a public safety communications environment would be considered an asset.

NOTE 1:

As a condition of employment, the successful applicant(s) will be required to obtain a satisfactory Criminal Records & Judicial Matters Police Check, at their own expense, successful to the City of Hamilton, prior to beginning work in this position.

NOTE 2:

Applicants are reminded that the City of Hamilton is a smoke free workplace (Policy No: HR-31-10). Employees working in the Hamilton Fire Department Communications Division are expected to remain in the Operations centre while on duty to ensure that the Centre always maintains minimum staffing.

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

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