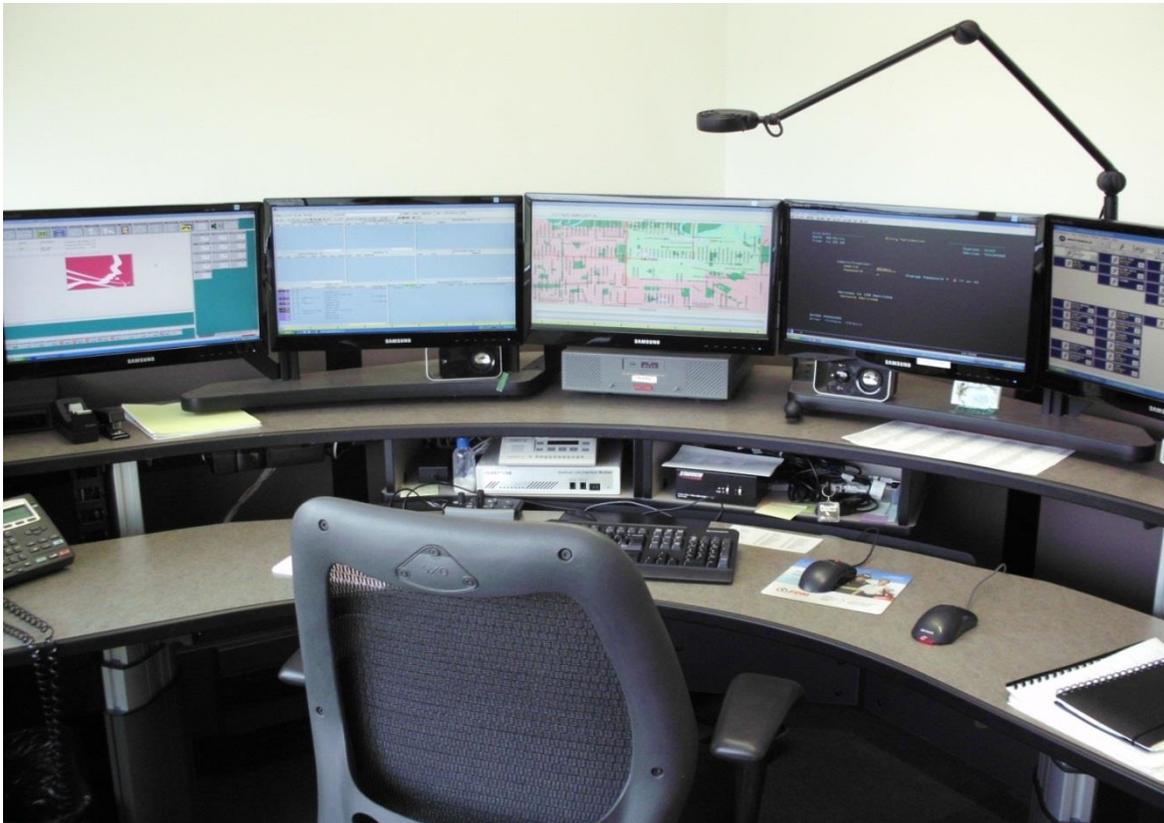


APPLICANT INFORMATION HANDBOOK

Competition # 180037

CITY OF BRANDON

E911/POLICE OPERATOR - DISPATCHER



E911/POLICE OPERATOR - DISPATCHER

APPLICANT INFORMATION HANDBOOK

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Join the City of Brandon in an exciting career as an E911/Police Operator - Dispatcher. Help others and feel like you've made a difference. You will be joining a team atmosphere in a fast paced and challenging environment.

We are pleased you would consider employment with us. Successful candidates will receive an offer of employment including competitive salary rates, extensive training and, when permanent, employee benefits. The following pages provide a general description of the position, duties, responsibilities, working conditions, and an on-the-job training outline.

We encourage you to carefully read and familiarize yourself with the information in the Applicant Information handbook, and complete the self-screening questionnaire.



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OVERVIEW

THE APPLICATION PROCESS

The City of Brandon's Emergency Communication Centre is accepting applications until 11:59 p.m. on April 29th, 2018 for E911/Police Operator-Dispatchers.

Successful applicants will be provided training. Upon completion of training candidates will become a temporary employee until a permanent position is available. Shift availability and training may vary from casual and part time to full time.

We are pleased you would consider employment with us and wish you well in the competition process.

We have attempted to provide as much information as possible in the following pages in order to answer your questions regarding the competition. We ask that you **read all of the information over carefully before calling us.**

All applicants are asked to register or login at <http://jobbank.brandon.ca> and build your on-line profile. You will then be able to "View All Jobs" and apply for E911/Police Operator-Dispatchers. Please include your cover letter and resume with your on-line application. The on-line application system currently accepts three (3) attachments and some applicants experience difficulty applying with large attachments. If you are unable to include everything needed with your on-line application, additional documents should be forwarded by fax, mail, or delivered to:

**City of Brandon, Human Resources
410 - 9th Street
Brandon MB R7A 6A2
Phone: 204-729-2240 Fax: 204-729-1904**

or email: hr@brandon.ca

NOTE: INCOMPLETE APPLICATION PACKAGES WILL NOT MOVE FORWARD IN THE COMPETITION.

Please contact Jill at 729-2240 to confirm your application has been received. The City of Brandon will not accept responsibility for applications that are lost in transit.

If you have questions that **cannot be answered by thoroughly reading** this *Applicant Information Handbook*, please refer your questions to Christa in Human Resources at (204) 729-2242.

SELECTION PROCESS

Applications will be accepted until 11:59 p.m. on April 29, 2018.

A. SCREENING

Applicants will be screened based on their application package. Incomplete application packages will not be accepted.

The minimum qualifications for applicants are:

- must be 18 years of age or older
- must be legally entitled to work in Canada
- must be fluent in the English language
- completed Grade 12 or equivalent

Please provide the following required information with your application:

- Register or Login to build your profile
- Resume & Cover Letter. **NOTE:** Please be sure to indicate you meet the qualifications required for the position. For example, this position requires completion of Grade 12, GED equivalency or a Mature High School diploma. If an application does not verify this qualification it will not move forward.

Incomplete applications will not be considered.

B. TESTING

1. The initial test is the Keyboarding test. The mandatory minimum for successful completion of this stage is 40 wpm net. You will be required to come into City Hall (Human Resources Department – 2nd Floor) to complete this test. The test takes approximately 10 minutes (with practice test) to complete.
2. The second step is the ECOMM testing which consists of three (3) parts:
 - CallTaker Video test
 - CallTaker Notes test
 - Dispatcher Video test

The ECOMM video-based tests portray situation that could be faced in the E911/Police Operator Dispatcher position. Candidates are required to analyze situations and make quick judgments about how to respond. This test consists of six (6) components:

- Situational Analysis
- Teamwork
- Responder Support
- Public Relations
- Listening and
- Asking Key Questions

ECOMM Testing will be conducted from:

9:00am – noon and 1:30pm – 4:30pm: May 8/18 and May 9/18.

Candidates will have a choice of days; the testing times are not flexible.

3. An interview is the next step for candidates passing the ECOMM test.
4. Candidates successful through the interview stage will be provided with:
 - a) Hearing and vision forms. Applicants are responsible for the cost associated with certifying the vision and hearing requirements. Certification of tests must be current (dated within one year of the closing date of this competition).

PLEASE NOTE: Due to the costs involved, it is not necessary to obtain these certifications prior to successfully completing the interview stage.

 - b) Background Information Package and Authorization. Candidates successful through the interview stage will be subject to a thorough background investigation and will be required to pass a Criminal Record Check to the City of Brandon Police Services' satisfaction prior to being considered for employment.
5. Candidates successful in meeting all of the competition requirements will be ranked and offered a training position in Emergency Communications Department.

REQUIRED DOCUMENTS

The following information will be included in applications that are selected for advancing in the competition.

- ✓ Completed on-line profile
- ✓ Resume & Cover Letter indicating how the applicant meets the qualifications

Incomplete application packages will be screened out. If you have any questions or require any assistance with this, please contact Jill in Human Resources at (204) 729-2240.

SUBSEQUENT DOCUMENTATION

Applicants successful through the Testing will be required to provide:

- ✓ Hearing testing results (documentation must be current - dated within one year of the submission deadline date).
- ✓ Vision testing results (documentation must be current – dated within one year of the submission deadline date).
- ✓ Background documentation includes birth certificate, education diplomas and certification, Social Insurance Number, Driver's License, marriage license, and medical insurance card.

VISION REQUIREMENTS

The minimum vision standard in this competition is as follows:

- Acuity Best Corrected (either lenses or spectacles)
 - Distance: No worse than 20/30 both eyes open and examined together
 - Near: No worse than 20/30 equivalent both eyes open and examined together
- Binocular Vision
 - No diplopia
- Colour Vision
 - Normal: using Ishihara colour plates (or comparable test)
- Peripheral Vision
 - 130 degrees both eyes viewing

HEARING REQUIREMENTS

The minimum hearing standard in this competition is as follows:

Hearing loss no greater than 30dB averaged at 500Hz, 1000Hz, 2000Hz, and 3000Hz.

PLEASE NOTE: Any fees associated with obtaining the required documentation (such as vision test, hearing test) are the responsibility of the applicant. It is possible there may be other costs that we are not aware of at this point. We mention it here so you are fully aware that there are costs associated with pursuing this application. Your ability to commit to the process in terms of travel time and costs should also be considered before making a formal application.

*Due to the costs involved, it is **not** necessary to obtain the hearing and vision certifications prior to successfully completing the initial screening.*

POSITION SUMMARY

GENERAL STATEMENT OF JOB TASKS

The E911/Police Operator-Dispatcher's primary responsibility is to receive emergency and non-emergency calls for Police, Fire, and Ambulance from the public. Through information gathering, determine the nature of the call, whether a response is necessary, and contact the appropriate responding agency when required. They also maintain appropriate logs, paperwork, and computer data entry for all calls and responding units.

Brandon's E9-1-1 Centre services all participating communities in the province excluding the City of Winnipeg. Police Dispatch services are provided to Brandon Police Services and a few rural centres. Operators-Dispatchers are responsible to contact the appropriate responding agency and provide Fire Dispatch and Police call answering as required.

The E9-1-1 and Police Dispatch Centres are in operation 24 hours a day, 7 days a week. Operators-Dispatchers work shift work to provide this service.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:

1. Oral and written communications

- Excellent communication skills, including the ability to articulate concepts, verbally and in writing, in clear, concise, and accurate language;
- Ability to speak fluent English;
- Strong interpersonal skills, able to build relationships with a wide variety of individuals and organizations;
- Demonstrated information gathering skills used to find and identify essential information;
- Practical knowledge of exceptional customer service practices;
- Ability to perform clerical and administrative work for the Centers.

2. Judgment

- Ability to exercise discretion and good judgment in providing information to internal or external customers in a courteous and tactful manner;
- Ability to apply experience, judgment and knowledge of concepts, practices and procedure to independently accomplish duties;
- Ability to resolve issues in a timely manner.

3. Interpersonal Relationships

- Work in a shared and consultative manner with other employees (daily);
- Ability to appropriately handle stressful situations;
- Ability to maintain a positive attitude contributing to a positive work atmosphere;
- Ability to manage multiple unrelated calls and make independent decisions (daily);
- Ability to detach personal emotions and remain objective on both non-emergent and emergent calls.

4. Professionalism

- Answer and dispatch calls for assistance in a professional and courteous manner;
- Ability to exercise discretion regarding sensitive or confidential issues;
- Answer customer and employee inquiries in a courteous and expedient manner. Referring all other inquiries appropriately;
- Ability to work independently and as part of a team.

5. Quality of Work

- Self-motivated and quality driven to perform independently;
- Demonstrated ability to maintain a high level of consistency while multi-tasking over extended periods of time;
- Willingness to adapt to new technological changes and improvements;
- Willingness to participate in continuous upgrading, training, and self-development programs.

6. Physical Abilities

The duties of the E911/Police Operator-Dispatcher are carried out primarily in an office environment.

- Sits at a desk using keyboard and office equipment (daily);
- Uses hands, arms, shoulders to maintain file systems and storage areas (frequently).

7. Knowledge

- Keyboarding speed of 40 w.p.m.;
- Proficient use and knowledge of computer equipment, operating systems, Microsoft Word, Microsoft Excel, and Outlook;
- Knowledge of protocol and policies used to monitor emergency situations effectively;
- Working knowledge of the geography of the Province and the City;
- Knowledge of emergency and medical terminology to be effective in communicating to various agencies.

8. Abilities

- Ability to pass a police security clearance including background and criminal records check;
- Ability to meet vision and hearing standards set by the Department.

PSYCHOLOGICAL/STRESS CONDITIONS

The E911/Police Operator-Dispatcher's work load and environment may affect an employee's emotional stress level.

- Interruptions and calls from multiple areas (daily);
Converse with upset, distraught, and/or confused customers (daily);
- Ability to work all shifts 24/7, days, weekends, and holidays;
- Ability to work without scheduled breaks when workload dictates;
Short periods of intense concentration while assisting customers (frequently);
- Brief periods of time in which an extremely short amount of time is available to complete a project or task (frequently);
- Extended periods of time in which information sought by the public must be kept confidential (frequently);

TRAINING

E911/Police Operator – Dispatchers will be provided 2 – 6 months' classroom and on the job training. The program includes classroom and hands on training. Components of the training are: mock scenarios, memory testing, multi-tasking, mapping skills, radio training, CAD (computer aided dispatch) data entry, and oral and written communications. This description is not intended to limit training related tasks as necessary and appropriate.

After successful completion of the training, the employment status of successful applicants will be that of a temporary employee if a permanent position is not available. Shift availability may vary from casual and part-time to full-time.

SUPERVISION

E911/Police Operator-Dispatchers report to the Shift Supervisor. Operational policies, procedures and the working agreement must be followed at all times.

SCHEDULING

The E9-1-1/Police Dispatch Centre's are in operation 24 hours a day, 7 days a week. Operators-Dispatchers work shift work to provide this service. Training shifts are typically 8-10 hours in length and will not exceed 40 hours in a week. After securing a permanent position, shifts are 12 hours in length and include days, evenings and weekends on a rotating schedule. Successful candidates work all shifts of a 24-hour period including weekends and holidays. Mandatory overtime may be necessary to cover positions not filled due to holidays, illness, etc. It is important to be on time for your shift to receive essential information updates from the shift leaving and to maintain minimum manning.

SALARY AND BENEFITS

The position of temporary E911/Police Operator-Dispatcher falls under the working agreement negotiated between the City of Brandon and the Brandon Professional Firefighter/Paramedic Association (E911/Police Operator-Dispatch Division). Salary and benefits are established through this bargaining process.

The 2018 rates for temporary E911/Police Operator-Dispatchers are \$24.89 per hour (Step 1) and \$26.45 per hour (Step 2). Temporary employees are eligible to progress from Step 1 to Step 2 upon the completion of 2080 hours worked (excluding overtime) and satisfactory performance in the position.

The rate of pay for the training period is \$16.26 per hour.

Temporary employees are not eligible to participate in any of the City's benefit plans prior to meeting the minimum standards set out by the plan providers. Benefits upon becoming a permanent employee include Pension, Group Life Insurance, Disability Insurance, Employee Assistance, and Dental Care. Various voluntary benefits are also available to permanent employees.

E911 Application Checklist

- On-line Profile / Application (<http://jobbank.brandon.ca>)
- Resume & Cover Letter attached to on-line application

The on-line application system currently accepts three (3) attachments and some applicants experience difficulty applying with large attachments. If you are unable to include everything needed with your on-line application, additional documents should be forwarded by fax, mail, or delivered to:

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410 - 9th Street
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Self- Screening Questionnaire

PUBLIC SAFETY TELECOMMUNICATOR POSITION

The following requirements need to be understood by all candidates for this position. Please carefully consider your answer to each question. The Self-Screening Questionnaire is for your use in determining whether you are making the correct decision in applying for the job of telecommunicator at the Brandon E9-1-1/Police Emergency Communications Centre. You are not required to return the completed Questionnaire with your application.

1. Are you willing and able to work a large percentage of weekends and holidays?

Yes No

2. Are you willing and able to work any shift assigned? (i.e., day, evening or graveyard)?

Yes No

3. Are you willing to accept last minute changes in your work schedule that might require you to cancel personal plans?

Yes No

4. Are you willing and able to work emergency call-in overtime?

Yes No

5. Are you willing to be subjected to occasional abusive and profane language over the phone by callers?

Yes No

6. Are you willing to take directions and corrections from a supervisor in front of your peers?

Yes No

7. There may be times when you are required to forego breaks due to understaffing or shift activity. Are you willing to give up breaks, when necessary?

Yes No

8. Are you willing and able to remain at the same workstation (seated or standing) for extended periods at a time?

Yes No

9. Are you willing to read and study several hundred pages of manuals, complete assignments and take written tests during your training period?

Yes No

10. Are you able to understand and accept that when you process a call incorrectly it could contribute to someone's property being lost or damaged, or someone being seriously injured or dying?

Yes No

11. Are you willing to accept close supervision and daily critique of your work performance during the on-the-job training period?

Yes No

12. Are you willing and able to deal calmly and respectfully with angry people when the problem is not your fault?

Yes No

13. Are you willing and able to handle workloads that may change dramatically during the course of the shift (e.g., periods of high activity, followed by periods of low activity)?

Yes No

14. If you smoke, are you willing to go without a cigarette for an entire shift if necessary, or smoke only during scheduled breaks or lunch periods?

Yes No

15. Are you willing to work under constant electronic surveillance of all your telephone and radio messages?

Yes No

16. Are you willing to accept that you typically will not know the final outcome of a call for service?

Yes No

17. Are you willing to work any or all religious holidays on the recognized or actual date?

Yes No

18. Are you willing to work mandatory overtime, before or after a shift, sometimes with little or no notice?

Yes No

19. Are you willing to have regular and predictable attendance?

Yes No

20. Are you willing to arrive at work 10 minutes prior to your shift (to receive updates from the shift leaving)?

Yes No

21. Are you willing to work in a unionized work environment?

Yes No

22. Can you work effectively in a team environment?

Yes No

23. Can you exercise sound judgment in stressful high pressure emergency situations?

Yes No

24. Are you willing to have your personal, social, and family time disrupted because of the demands of your work schedule?

Yes No

**THE QUESTIONNAIRE IS YOURS TO KEEP.
IF YOU HAVE ANSWERED NO TO ANY OF THE ABOVE QUESTIONS,
PLEASE RECONSIDER APPLYING FOR THIS POSITION.**