

Fredericton Dispatch Services

Job Description and What To Ask Yourself

911 Communication Operators play an integral role as part of Public Safety and the Emergency Response Teams. They serve as a critical link between the citizens of Fredericton & surrounding areas and provide the community with access to the help they need; Police, Fire, Ambulance & Poison Control. 911 Communication Operators are the first “First Responders” when every second counts.

The Fredericton Public Safety Communication Center (PSCC) is one of six Public Safety Answering Points (PSAPs) around the province. The 911 call-taking service receives, transfers or dispatches the calls for Emergency Services; handling approximately 40,000 Emergency 911 calls, 380 000 Non-Emergency calls and monitoring approximately 750 000 various Radio Transmission a year.

The Fredericton PSAP answers all emergency 911 calls for their region. They are the primary contact point for any other PSAP that may have an emergency within the province of New Brunswick. Communication Operators also dispatch for Fredericton Police, Woodstock Police, Fredericton Fire, Oromocto Fire as well as 37 other Fire Departments across the province. They also handle Police Administration calls as well as City Services After Hours calls.

A Dispatcher is responsible for public safety dispatch functions on a twenty-four-hour basis, 365 days per year. The number and type of phone and/or radio calls received at any given time cannot be adequately predicted. The job requires simultaneous activation of several response procedures including monitoring and recording multiple response unit activities at single or multiple locations.

Are you passionate about serving your community and looking for a fast-paced, rewarding career? We encourage you to learn more about becoming an Emergency 911 Communications Operator.

Emergency Communication Operator – Self Questionnaire

This self-screening questionnaire provides a sense of what it is like to serve the public as an Emergency Communications Operator with Fredericton 9-1-1. It is intended to help you determine whether you are making a sound decision in applying for the position. Answer the questions honestly (to yourself). You are not required to divulge your answers; however, we will be happy to discuss any of the position requirements.

Job Fit- Ask Yourself:

- Does my lifestyle align itself with Fredericton PSCC 9-1-1 values: Honesty, Respect, Integrity, and Teamwork?
- Have I been free from involvement in unlawful activities for at least three years?
- Can I disengage from emotional suffering or tragedy to complete essential job tasks?
- Do I have a support system in place or methods for stress relief and debriefing at home?
- Have I considered the impact of rotating shift work on my family environment? (e.g., missing birthdays, special occasions, etc)
- Am I able to work harmoniously in close quarters with others?
- Do I meet or am I prepared to maintain the minimum requirements for the 911 Operator position?
- Do I have a strong commitment to customer service and motivation to serve the public?

Work Environment- Are you willing or able to:

- Sit (or stand) at a telecommunications console that limits your movements, except during an occasional break?
- Wear a headset while on duty at all times?
- Able to work a 12hour, regular rotating shift schedule (2 days, 2 nights, 4 off?)

Occupational Competency- Are you willing and able to:

- Spend the first six months of your employment in a probationary status, during which you will spend most of your time: undergoing on-the-job training; receiving daily mentoring, critiques and evaluation?
- Read and study hundreds of pages of numerous procedure and policy manuals?
- Learn all facets of a multi-tasking job: call/complaint taking; automated data entry and transfer; law enforcement inquiries; equipment troubleshooting, etc.
- Accurately copy information as it is being received over telephone or radio; simultaneously digest what you hear and respond immediately.

Supervision and Evaluation- Are you willing and able to:

- Take direction from your supervisor and other senior staff in front of your co-workers?
- Be closely supervised and questioned routinely about why you followed a certain course of action, without taking it personally?

Job Stressors- Are you willing and able to:

- Deal calmly and professionally with angry citizens when their problems are not your fault?
- Listen to abusive and profane language over the telephone and deal with it impersonally and unemotionally?

- Deal with a crisis call – where a child has died; an officer has been injured; a citizen assaulted – and then set it aside and calmly deal with the next caller who is irate over some relatively minor issue?
- If you answered “No” to any of these questions, you may want to reconsider applying for this position.

On the more positive side, a career in public safety communications offers some personal rewards, some of which are intangible, such as:

- Satisfaction that you provide a vital service to the public.
- Awareness that citizens rely on you as the first “First Responder” to their calls for help.
- Pride in knowing that on a daily basis, you help promote the protection and preservation of life, property, and community security.
- Knowledge that you serve in a profession that is growing in national recognition.