

Fredericton Dispatch Services

Learn More About Becoming a 911 Operator

Communication Operators must work with a high degree of judgment and be able to evaluate emergency situations making split-second decisions regarding the type of response appropriate for the circumstances. The work can be very intense, but very rewarding!

Remaining calm and making quick, sound judgments in emergency situations are vital in performing well in emergency response situations.

This job is not for everyone!

Many different things could be occurring simultaneously that you must keep track of, and at any time, an emergency call may require your full and immediate attention and quick response. There are many multitasking aspects to the position. While responding to 9-1-1 calls for service, you may be required to listen to French dialogue, speak in French and simultaneously type in English.

This position requires shift work, meaning you will be required to work a variety of day, evening, and overnight shifts, including weekends and holidays.

- Do you want a career that is exciting and never the same?
- Are you fluent in French and English?
- Can you type 50+ words per minute?
- Can you keep track of several things going on at the same time without getting flustered?
- Can you read and listen well, remember facts quickly and accurately, compare details and draw logical conclusions from what you've read or heard?
- Can you speak clearly and communicate your ideas well to others?
- Do you want to earn a good wage with great benefits?

If you can honestly answer "yes" to the above questions, you may be an excellent candidate for a position as a 911 Operator with the Fredericton Public Safety Communication Center.

Mandatory Requirements:

- Minimum prerequisite is a secondary education supplemented by courses in business, social science and/or computer, and one year of relevant experience. An equivalent combination of training and experience is acceptable.
- Well-developed verbal and written communication skills; Ability to communicate in both official languages to intermediate+ level is required
- Well-developed computer skills, knowledge of Windows and keyboarding speed of 50+ wpm. Knowledge of computer aided dispatch applications and/or previous dispatch experience would be an asset
- Be physically and mentally able to work 12-hour rotating shifts including days, nights, weekends and statutory holidays – wearing headset at all times while on duty
- Must satisfactorily complete a security clearance process, psychological testing and hearing test
- Satisfactorily complete computer testing using Critical© Pre-Employment Testing Software
- Knowledge of the street system and geography of Fredericton, Oromocto and surrounding areas would be considered an asset.

All work is performed in an environment which requires the application of speed and accuracy in urgent and, in some cases, life-threatening situations which may be negatively impacted by errors on the part of the incumbent. Persons hired for this position will be expected to work independently and exercise tact, judgment and discretion.

Ability to:

- Understand and carry out oral/written instructions and procedures
- Ability to work in a team environment having a personal commitment to teamwork concept.
- Maintain flexible attitude, contributing positively to the operation and have good interpersonal skills
- Think, speak, multitask, and act clearly and efficiently in emergency situations
- Adequately hear verbal communications at normal sound levels
- Learn standard broadcast procedures of a public safety telecommunications system and Fredericton Police Force general Policies and Procedures
- Operate standard office equipment
- Calmly and effectively deal with irate persons
- Demonstrate effective interpersonal communication skills to deal with the public, allied agency personnel and co-workers
- Demonstrate ability and dexterity in handling call-taking and dispatching functions using computer-aided dispatch, multi-line telephone and radio communications.

Fredericton PSCC has 4 Platoons compromised of one Supervisor and 4 Communication Operators per Platoon.

The hours of work are a rotating schedule of

- 2 Days 0700-1900hrs
- 2 Nights 1900-0700hrs
- 4 Days off