Dispatcher

Forbes includes U of G Among Canada’s Best Employers

Office, Clerical and Technical
Position covered by the Collective Agreement with USW Local 4120

Dispatcher

Campus Community Police, Fire Safety and Emergency Services

Hiring #: 2019-0518

Please read the Application Instructions [1] before applying

Reporting to the Manager of Emergency Planning and Administration, Campus Community Police, Fire Safety and Emergency Services, with direction from the shift Sergeants and the Managers, the incumbent will be responsible for a variety of duties including:

- Reception for Campus Community Police – in person and telephone inquiries
- Intake of requests for assistance from the public, staff and students
- Intake of all emergency calls for assistance on campus and dispatch of appropriate response by police, fire prevention or first response team personnel
- Monitor multi-alarm computer system and direct response to fire alarms, building supervisory alarms, intrusion alarms and personal safety alarms.
- Document events and actions within the internal records management system software
- Communicate with campus emergency personnel by way of two-way radio or phone
- Support parking enforcement personnel with general inquiries and tow situations by way of radio and telephone
- Liaise with the Guelph Police Service dispatch and records units from time to time
- Provide excellent customer service to all clients
- Provide clerical support as required and other duties as assigned

This position involves shift work – 12-hour shifts rotating between days and nights. It also requires work on weekends and statutory holidays as the work unit provides service 24 hours per day and seven days per week.

Requirements of the position include:

- Completion of secondary school education with successful completion of the Emergency Services Communications program and a minimum of three (3) months experience working in a similar emergency services dispatch centre
- A certificate from an emergency services communication training program is preferred
- Excellent keyboarding, data entry and computer skills are essential
- Proficiency in MS Excel, MS Word, Email, and other related software is essential
- Experience in word processing, records management data entry, two-way radio communications and basic map reading is an asset
- Ability to organize and prioritize is essential
- Demonstrated good judgement, accurate recall, decision making under stressful situations is required
- Emergency crisis management skills, problem solving, and active listening skills are required
- Strong interpersonal skills with excellent oral and written communication are essential
- Strong attention to detail and accuracy are important
- Proven experience working as part of a team is an asset
- Ability to maintain confidentiality is essential
Candidates selected following initial review must complete and be able to pass: computerized testing; interview(s); security clearance; background investigation; and references checks before final selection of employment.

Position Number 854-040
Classification USW, Local 4120 Salary Band 4
Salary Range $23.13 Minimum (Level 1)
$25.85 Normal Hiring Limit (Level 3)
$31.29 Job Rate (Level 7)

*At the University of Guelph, fostering a culture of inclusion* [2] *is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.*

Posting Date: 2019 09 16
Closing Date: 2019 09 23

**Source URL:** [https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/dispatcher](https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/dispatcher)

**Links**
[1] [https://www.uoguelph.ca/hr/careers-guelph/how-apply](https://www.uoguelph.ca/hr/careers-guelph/how-apply)