



**Manager of Human Resources**  
**200 Broadway, 2<sup>nd</sup> Floor**  
**Tillsonburg, Ontario N4G 5A7**  
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**CORPORATION OF THE TOWN OF TILLSONBURG**

**INTERNAL/EXTERNAL**

**JOB POSTING**

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**POSITION: Fire Communicator/Dispatcher**

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**DEPARTMENT:** Fire Services

**LOCATION:** 10 Concession St

**STATUS:** Part Time (up to 20hrs/week)

**REPORTS TO:** Deputy Fire Chief

**PAY RATE:** \$24.88 to \$29.59

**POSTING #:** HR 13.19

**POSTING PERIOD:** April 5 to April 23, 2019

**NOTE:** Interested applicants are invited to submit their resumes in confidence to the Manager of Human Resources by 4:30pm on the last day of the posting. All applications must include the posting number.

We thank all applicants for their interest in this position, however, only those to be interviewed will be contacted.

The Town of Tillsonburg is an equal opportunity employer and all information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection.

The Town of Tillsonburg will attempt to provide reasonable accommodation for a known disability for an applicant or employee if requested.

## **GENERAL STATEMENT OF DUTIES:**

Under the direction of the Deputy Fire Chief, this person shall be responsible for maintaining the efficient/accurate and timely flow of emergency telecommunications to customers and staff. Must be flexible and willing to work various shifts within a 24/7/365 system and able to be called in / called back to work with little notice in the event of an emergency.

## **QUALIFICATIONS:**

- Two (2) year community college diploma or equivalent experience and/or training in Customer Service or Psychology.
- Diploma in Emergency Telecommunications Preferred
- Attain NFPA 1061 Level I & II accreditation within 12 months of employment
- Prior Municipal experience is a definite asset but not mandatory.
- Excellent communication skills (oral and listening). Possess a good Radio Voice.
- Ability to work within a team environment.
- Ability to learn very quickly in a fast paced environment.
- Excellent organizational skills, able to prioritize tasks.
- Excellent Keyboarding skills. Must be proficient with all Microsoft programs and possess the ability to learn new software applications as required.
- Must be able to type and enter data with exceptional accuracy.
- Friendly and pleasant disposition with the ability to work with others (public and staff).
- Ability to multi-task and adapt to continuous change.
- Ability to resolve/direct questions, concerns or complaints in a timely fashion.
- Must demonstrate initiative in finding innovative and efficient means of completing position responsibilities and other tasks as assigned from time to time.

## **POSITION RESPONSIBILITIES**

- Process Emergency Calls
- Provide Logistical Support to the Fire Service Incident Commander
- Maintain Radio Communication
- Process Incident Documentation
- Maintain Professional Currency
- Maintain Emergency Communication Center Equipment & Supplies
- Maintain Information Systems
- Perform Public Relations & Public Education
- Perform Administrative Duties and Maintain Station Security
- Provide administrative support services for all Municipal Departments.
- Act as a call centre agent for all Municipal services and selected county services.
- Available for On Call Assistance 24/7
- Act as a customer solutions and service provider. This entails extensive knowledge of all customer-related activities the Municipality and County offers with the ability to provide accurate, timely solutions to customer questions, concerns or complaints.

- Perform back-up support for other Municipal Administrative and Customer Service functions as deemed necessary.
- All other duties as assigned.