



## CAREER OPPORTUNITY

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<b>Position Title:</b>	<b>911 Operator – Relief (Call -in As Required)</b>
<b>Department:</b>	<b>Department of Protective Services</b>
<b>Employee Group:</b>	<b>C.U.P.E. Local 786</b>
<b>Salary:</b>	<b>\$17.58 (Probationary)\$19.54/hr</b>
<b>Competition No:</b>	<b>2024-53</b>
<b>Closing Date:</b>	<b>This competition will remain open until all positions are filled.</b>

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The City of Corner Brook is presently accepting applications for the position of Relief, Casual call-in, **911 Operator**. This position will report to the Public Safety Answering Point (PSAP) Supervisor and will act as the first point of contact for people who call the 911 PSAP.

**Duties and responsibilities:** Major duties will include answering all calls (telephone and radio) and ensuring that they are recorded with all pertinent information in the electronic tracking system. The 911 Operator will be responsible for dispatching fire calls for specified Fire Departments and ensuring all other calls are forwarded to the appropriate responder(s). The successful candidate will follow all procedures precisely as they pertain to the PSAP while ensuring the upmost level of confidentiality. Maintain a professional and calm demeanour while handling stressful and mentally tiring situations.

**Qualifications:** Successful completion of High School or equivalent, capable of typing 40 words per minute, valid CPR and First Aid certificate, clear Police Records Check, capable of working long hours and shift work in a “locked-down” environment and must complete the 911 PSAP training as provided by the 911 Division as coordinated by the City of Corner Brook.

**Assets:** The following will be considered assets when applying for this position: Inbound call centre experience, experience in the medical or public safety field, and have the ability to “think on your feet”.

**The successful candidate must be capable and willing to work long shifts in a “locked-down” facility. This position is a call-in position on an “as needed” basis – hours are not guaranteed.**

The City of Corner Brook will provide support throughout the recruitment process to applicants with disabilities, including accommodations that considers an applicant’s accessibility needs. Candidates are encouraged to discuss specific needs with the City’s Human Resources division, by emailing [careers@cornerbrook.com](mailto:careers@cornerbrook.com).

Please submit résumés **giving complete details of qualifications** via E-mail [careers@cornerbrook.com](mailto:careers@cornerbrook.com) .

***The City of Corner Brook thanks all applicants for their interest; however, only those selected for an interview will be contacted***