



POSITION VACANCY

NFPFFA

Call Number:	2021 - 02
Position:	Communicator
Type of Vacancy:	Permanent
Work Schedule (hours & days):	Shift Work (42 hours per week)
2020 Salary Range:	\$58,210 to \$89,106
Date Posted:	Jan 15, 2021
Closing Date:	Jan 29, 2020 at 4:30 p.m.

Full details on this position is attached. To apply, please submit your cover letter and resume at www.niagarafalls.ca (**Careers and Employment**). Applications must be submitted online and will be accepted until 4:30 p.m. on **Friday, Jan 29, 2021**.

The City of Niagara Falls is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. Upon request, the City will accommodate the accessibility needs of applicants under the Ontario Human Rights Code and *Accessibility for Ontarians with Disabilities Act (AODA)* throughout all stages of the recruitment, selection, and interview process. Personal information is collected under the authority of *The Municipal Act* and will only be used to determine suitability for this position. We thank all applicants for their interest, but only those advancing through the selection process will be contacted.

Human Resources

Attachment

CITY OF NIAGARA FALLS

POSITION DESCRIPTION Fire Department

This description reflects the general details considered necessary to describe the principle functions of the position identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in such classification.

POSITION TITLE: Communicator

POSITION SUMMARY: Under the supervision of the Captain of Communications or Platoon Chief in his/her absence, the Communicator receives fire alarms, operates telephone and computer equipment and dispatches apparatus in both emergency and non-emergency situations. The Communicator maintains radio contact with all vehicles and staff in both emergency and non-emergency situations. The Communicator performs regular system testing, records activities, and performs related Communications functions as required. The Communicator assists in the training of personnel for Communications Center assignments.

RESPONSIBLE TO: Captain - Communications

SUPERVISES: N/A

RESPONSIBLE FOR:

- Reports to the Captain/Acting Captain of Communications, or Platoon Chief in her/his absence
- Responsible to answer, process and dispatch the appropriate fire service response to both emergency and non-emergency calls from public and/or other agencies while following Operational Guidelines and Fire Department Policies
- Required to operate computer aided dispatch and record managements systems
- Ability to control and maintain radio contact with all apparatus during emergency and non-emergency situations
- Required to ensure that clear, concise and accurate information is obtained and relayed to responding crews
- Takes direction from Incident Command to notify or request other divisional personnel or agencies and obtains technical information when requested
- Notifies Chief Officer(s) and other departmental personnel of all important information regarding emergency calls, vehicle disposition and equipment malfunctions
- Notifies the Community Control Group members through use of the Vocera Alert system for major emergencies and activation of the Emergency Operations Centre
- Updates directories, record management systems, and property information files as requested by Chain of Command on an as needed basis
- Responsible to maintain accurate records of all emergency and non-

- emergency incidents
- Controls security access to stations via video monitors and intercom systems
- Will be responsible to perform additional general duties when assigned by the Captain of Communications

REQUIREMENTS:

- Ontario Secondary School Diploma (O.S.S.D) or academic equivalent
- (2) years of experience in a primary Public Safety Answering Point Centre (PSAP) preferred and/or completion of a college program specific to Emergency Communications or equivalent
- Ability to attain accreditation and continuously comply with NFPA 1061 Public Safety Tele-Communicator I & II standards
- First Aid and CPR certification (Level C) an asset
- Ability to type 40 WPM with accuracy
- Experience using computers, software applications and programs as well as telephone and radio equipment used for communications and dispatch
- Strong verbal communication and effective listening skills with the ability to focus calmly and effectively in an emergency situation with minimal supervision.
- Excellent interpersonal skills and the ability to deal effectively with the public
- Ability to multi-task and adjust priorities, while working in a fast paced and demanding environment.
- Successful completion of Criticall Testing and completion of hearing and vision testing prior to employment
- Ability to work shift work in a 24 hour/day, 365 day/year operation including weekends and statutory holidays

Revised: March 2020