

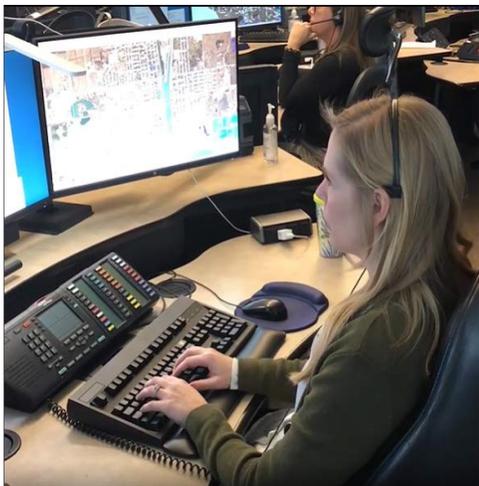


**PUBLIC  
SAFETY  
IS OUR  
PRIORITY**



**TEMPORARY  
EMERGENCY  
CALL TAKER**

**INFO  
PACKAGE**



**EXCELLENCE  
IS OUR  
COMMITMENT**

**COME  
WORK  
WITH  
US**





# NRP COMMUNICATIONS



## About Us

Emergency Call Takers respond to emergency 9-1-1 and non-emergency calls for assistance and information via the telephone or other mandated communication medium.

They provide timely service, being a critical first contact between the public and emergency services which includes police, fire or medical intervention.

Emergency Call Takers assess, prioritize and input critical information into the computer aided dispatch program and transfer calls to appropriate emergency response agencies as required.

Emergency Call Takers must remain calm, composed and be able to take control of a situation that may be chaotic, heart-wrenching, stressful, and confusing.

They are the **vital link** in keeping the residents of Niagara safe.





# Self-Assessment

## Am I able to...

- Y  N Work and learn in a fast-paced and ever-changing work environment?
- Y  N Learn in a variety of settings (classroom, one-on-one coaching, online, etc.)?
- Y  N Quickly grasp and comprehend training materials and procedural information?
- Y  N Interact in a professional and calm manner, even under pressure?
- Y  N Maintain a high level of professionalism, both on and off duty?
- Y  N Work collaboratively and productively with coworkers and superiors?
- Y  N Operate within a paramilitary working environment (i.e. take directions from your superiors in front of coworkers)?
- Y  N Work in an office environment with scheduled breaks?
- Y  N Gain a sense of satisfaction from keeping our community safe?
- Y  N Work rotating shifts (days, evenings, nights), including weekends and holidays; potentially missing personal/family events?
- Y  N Commit to deliver excellent service to the public?
- Y  N Emotionally disengage in order to complete my tasks when dealing with situations involving suffering, tragedy, and other emergencies?
- Y  N Solve problems under pressure?
- Y  N Assess my strengths and weaknesses and seek opportunities for self-improvement?
- Y  N Do my ordinary duties extraordinarily well with competence, commitment, and compassion?

## Do I have...

- Y  N Critical thinking abilities and excellent multi-tasking skills?
- Y  N A strong support system for debriefing and emotional support?
- Y  N Self-care strategies to maintain work-life balance?
- Y  N The support of my family to commit the time required studying numerous materials during the training process?
- Y  N The ability to concentrate, read, and comprehend training materials required to be successful in the training process?
- Y  N The self-confidence to be assertive when the situation demands it?

**If you answer YES to all of the questions, then you should consider starting a meaningful career with us at the Niagara Regional Police Service Communications Centre as an Emergency Call Taker!**

Be the voice that gives hope  
 Be the guide that leads to safety  
 Be the difference

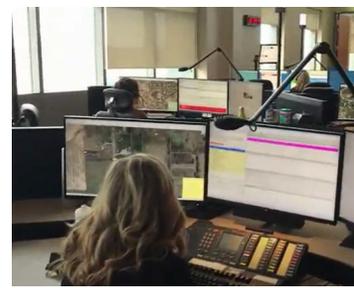
## Recruitment

The NRPS recruits Temporary Emergency Call Takers throughout the year. The anticipated time frame from the time of application to hiring is approximately 4 months, but could be upwards of 7 months. One to three training classes are typically held annually, commencing in January.

Step 1	Step 2	Step 3	Step 4	Step 5
<p><b>Online Application and Pre-Screening</b></p> <p>Applications including resume and cover letter will be reviewed to determine if the minimum qualifications are met and will then be ranked.</p> <p>Only applicants moving forward will be contacted to move onto the next step.</p> <p>Resumes are kept on file for six months.</p>	<p><b>Testing</b></p> <p>Applicants moving forward will be contacted via email to complete initial English Proficiency and Suitability testing online.</p> <p>Those who pass the online assessments will again be contacted via email to schedule in person testing. This includes the Service typing test (45 wpm or higher required) and Criticall.</p> <p>Only those who pass all required tests will be considered for Step 3.</p>	<p><b>Panel Interview</b></p> <p>Applicants being considered will be scheduled to attend a competency-based behavioural style structured interview.</p> <p>All applicants will be advised of the results following their interview.</p> <p>Successful applicants will move to Step 4.</p>	<p><b>Background Security Clearance</b></p> <p>Applicants being considered will sign an Authorization for Inquiry to begin the security clearance process.</p> <p>The background and security clearance process may include, but is not limited to a check of criminal history, employment reference checks, verification of educational qualifications and employment history.</p> <p>This step may take <b>up to 12 weeks</b> to complete.</p>	<p><b>Psychological Assessment</b></p> <p>Applicants being considered will undergo psychological and hearing test(s) to determine suitability for the position.</p> <p><b>Offer of Employment</b></p> <p>Those candidates that are successful throughout all steps are offered employment.</p> <p>Unsuccessful candidates will be advised in writing of their eligibility to re-apply.</p>

# Qualifications:

- ✓ Grade 12 diploma, GED Certificate or equivalent\*, plus a minimum of one year post secondary education at an accredited institution
- ✓ Canadian citizenship or permanent residency
- ✓ Possess basic computer skills, ability to learn and adapt to new technology and/or programs with ease
- ✓ Proficiency in Microsoft Word, Excel and Outlook
- ✓ Demonstrated ability to keyboard accurately, minimum 45 wpm
- ✓ Knowledge of Niagara Region's streets, roads, major routes and common place locations
- ✓ Proficient in English, both oral and written
- ✓ Ability to communicate in a second language is an asset
- ✓ Ability to work independently with minimum supervision
- ✓ Possess excellent organizational skills, ability to multi-task, and prioritize
- ✓ Ability to maintain composure and function under the stress of emergency situations
- ✓ Possess excellent critical thinking abilities to methodically, strategically, and collaboratively assess situations and make sound decisions
- ✓ Possess cultural awareness and sensitivity
- ✓ Excellent interpersonal skills, ability to be assertive and respectful especially when dealing with the public, ability to work effectively in a formal and informal team environment
- ✓ Ability to maintain confidentiality and protect sensitive information
- ✓ Ability to engage in self-evaluation with regard to performance and professional growth
- ✓ Ability to accept constructive feedback regarding work performance
- ✓ Ability to establish and maintain a positive, respectful, safe and healthy work environment that supports the physical, psychological and social working relationships with staff at all levels in a team environment



*\* Applicants who have been educated outside of Canada must have education that is comparable to the minimum qualification in Canada. Applicants submitting foreign credentials require an official academic assessment report issued by a recognized Canadian assessment service at application.*



## You must be able to:

- Successfully complete pre-employment testing and type at least 45 wpm
- Pass a Niagara Regional Police Service background check and maintain clearance
- Pass a psychological assessment
- Work varied shift hours, days, evenings, nights, including weekends and statutory holidays as part of the shift rotation
- Perform duties from an alternate location as required
- Successfully complete additional training and remain current with mandatory and refresher training as defined by the Service

## This is your sample work schedule\*

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
SEPTEMBER	1	2	3 <b>D</b>	4 <b>D</b>	5 <b>N</b>	6 <b>N</b>	7
	8	9	10	11 <b>D</b>	12 <b>D</b>	13 <b>S</b>	14 <b>S</b>
	15	16	17	18	19 <b>D</b>	20 <b>D</b>	21 <b>N</b>
	22 <b>N</b>	23	24	25	26	27 <b>D</b>	28 <b>D</b>
	29 <b>N</b>	30 <b>N</b>	1	2	3	4	5 <b>D</b>
	6 <b>D</b>	7 <b>N</b>	8 <b>N</b>	9	10	11	12
	13 <b>D</b>	14 <b>D</b>	15 <b>N</b>	16 <b>N</b>	17	18	19
	20	21 <b>S</b>	22 <b>S</b>	23 <b>N</b>	24 <b>N</b>	25	26
	27	28	29 <b>D</b>	30 <b>D</b>	31 <b>N</b>		
	OCTOBER						

D: 0630-1830 hours | S: 1200-2400 / 1530-0330 hours | N: 1830-0630 hours

\*This is for illustration purposes only

Be part of something great.  
Join us and answer the call to serve our community  
Questions? email: [CommsRecruiting@niagarapolice.ca](mailto:CommsRecruiting@niagarapolice.ca)

