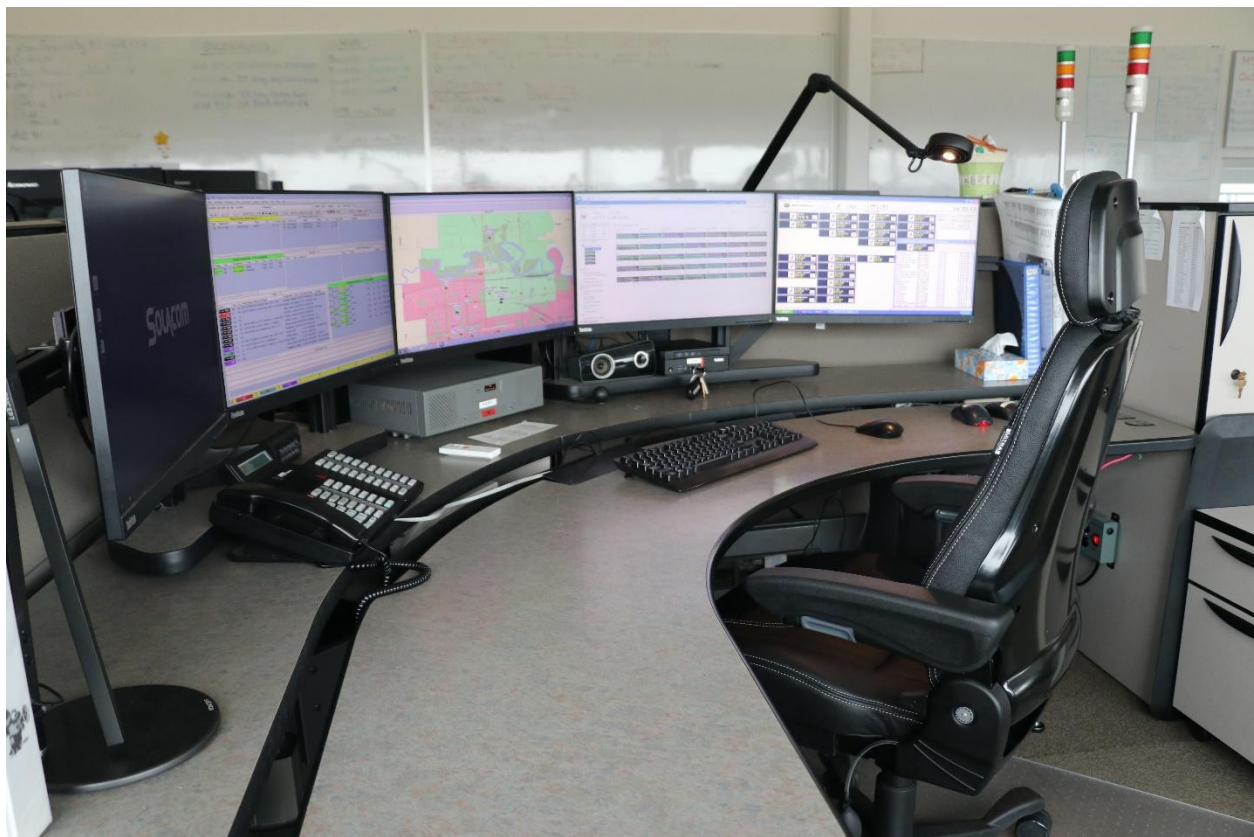


APPLICANT INFORMATION HANDBOOK

Competition #45

CITY OF BRANDON

PUBLIC SAFETY COMMUNICATOR



PUBLIC SAFETY COMMUNICATOR

APPLICANT INFORMATION HANDBOOK

Competition #45

Join the City of Brandon in an exciting career as a Public-Safety Communicator. Help others and feel like you've made a difference. You will be joining a team atmosphere in a fast paced and challenging environment.

We are pleased you would consider employment with us. Successful candidates will receive an offer of employment including competitive salary rates, extensive training and, when permanent, employee benefits. The following pages provide a general description of the position, duties, responsibilities, working conditions, and an on-the-job training outline.

We encourage you to carefully read and familiarize yourself with the information in the Applicant Information Handbook and complete the self-screening questionnaire.



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OVERVIEW

THE APPLICATION PROCESS

The City of Brandon's Emergency Communication Centre is accepting applications for Public Safety Communicator.

Successful applicants will be provided training. Upon completion of training candidates will become a probationary employee. Probationary period is (2,184) regular hours of work upon being fully trained.

We are pleased you would consider employment with us and wish you well in the competition process.

We have attempted to provide as much information as possible in the following pages in order to answer your questions regarding the competition. We ask that you **read all of the information over carefully before calling us.**

All applicants are asked to apply online at <http://jobbank.brandon.ca> . You will then be able to view all "Career Opportunities" and apply for Public Safety Communicator. Please fill in the online application form and include your cover letter and resume. The online application system currently accepts three (3) attachments and some applicants experience difficulty applying with large attachments. If you are unable to include everything needed with your on-line application, additional documents should be forwarded by mail, email, or delivered to:

**City of Brandon, Human Resources
410 - 9th Street
Brandon MB R7A 6A2
Phone: 204-729-2240**

Email: hr@brandon.ca

NOTE: INCOMPLETE APPLICATION PACKAGES WILL NOT MOVE FORWARD IN THE COMPETITION.

Please contact Heavenlee (204) 729-2591 to confirm your application has been received. The City of Brandon will not accept responsibility for applications that are lost in transit.

If you have questions that **cannot be answered by thoroughly reading** this *Applicant Information Handbook*, please refer your questions to Heavenlee in Human Resources at (204) 729-2591.

SELECTION PROCESS

Applications will be accepted until **filled**.

A. SCREENING

Applicants will be screened based on their application package. Incomplete application packages will not be accepted.

The minimum qualifications for applicants are:

- must be 18 years of age or older
- must be legally entitled to work in Canada
- must be fluent in the English language
- completed Grade 12 or equivalent

Please provide the following required information with your application:

- Fill in on-line profile/application
- Resume & Cover Letter. **NOTE:** Please be sure to indicate you meet the qualifications required for the position. For example, this position requires completion of Grade 12, G.E.D equivalency, C.A.E.C., or a Mature High School diploma. If an application does not verify this qualification, it will not move forward.

Incomplete applications will not be considered.

B. TESTING

1. The initial test is the Keyboarding test. The mandatory minimum for successful completion of this stage is 40 wpm net. The testing can be completed at home or you have the option of coming to City Hall (Human Resources Department – 2nd Floor) to complete this test. The test takes approximately 10 minutes (with practice test) to complete.
2. The second step is the ECOMM testing which consists of three (3) parts:
 - CallTaker Video test
 - CallTaker Notes test
 - Dispatcher Video test

The ECOMM video-based tests portray situations that could be faced in the Public-Safety Communicator position. Candidates are required to analyze situations and make quick judgments about how to respond. This test consists of six (6) components:

- Situational Analysis
- Teamwork
- Responder Support
- Public Relations
- Listening and
- Asking Key Questions

****TENTATIVE****

**ECOMM Testing will be conducted:
Testing sessions – To be determined**

**The testing will take place at Fire Hall #1, second floor in the Training Room.
More details will be provided when scheduled for the testing.**

3. An interview is the next step for candidates passing the ECOMM test.
 4. Candidates successful through the interview stage will be provided with:
 - a) Hearing and vision forms. Applicants are responsible for the cost associated with certifying the vision and hearing requirements. Certification of tests must be current (dated within one year of the closing date of this competition).
- PLEASE NOTE:** Due to the costs involved, it is not necessary to obtain these certifications prior to successfully completing the interview stage.
- b) Background Information Package and Authorization. Candidates successful through the interview stage will be subject to a thorough background investigation and will be required to pass a Criminal Record Check to the City of Brandon Police Services' satisfaction prior to being considered for employment.
 5. Candidates successful in meeting all of the competition requirements will be ranked and offered a training position in Public Safety Communicator Department.

REQUIRED DOCUMENTS

The following information will be included in applications that are selected for advancing in the competition.

- ✓ Completed on-line profile
- ✓ Resume & Cover Letter indicating how the applicant meets the qualifications

Incomplete application packages will be screened out.

If you have any questions or require any assistance with this, please contact Heavenlee in Human Resources at (204) 729-2591.

SUBSEQUENT DOCUMENTATION

Applicants successful through the testing will be required to provide:

- ✓ Hearing testing results (documentation must be current - dated within one year of the submission deadline date).
- ✓ Vision testing results (documentation must be current – dated within one year of the submission deadline date).
- ✓ Background documentation includes birth certificate, education diplomas and certification, Social Insurance Number, Driver's License, marriage license, and medical insurance card.

VISION REQUIREMENTS

The minimum vision standard in this competition is as follows:

- Acuity Best Corrected (either lenses or spectacles)
 - Distance: No worse than 20/30 both eyes open and examined together
 - Near: No worse than 20/30 equivalent both eyes open and examined together
- Binocular Vision
 - No diplopia
- Colour Vision
 - Normal: using Ishihara colour plates (or comparable test)
- Peripheral Vision
 - 130 degrees both eyes viewing

HEARING REQUIREMENTS

The minimum hearing standard in this competition is as follows:

Hearing loss no greater than 30dB averaged at 500Hz, 1000Hz, 2000Hz, and 3000Hz.

PLEASE NOTE: Any fees associated with obtaining the required documentation (such as vision test, hearing test) are the responsibility of the applicant. It is possible there may be other costs that we are not aware of at this point. We mention it so you are fully aware there are costs associated with pursuing this application. Your ability to commit to the process in terms of travel time and costs should also be considered before making a formal application.

*Due to the costs involved, it is **not** necessary to obtain the hearing and vision certifications prior to successfully completing the initial screening.*

POSITION SUMMARY

GENERAL STATEMENT OF JOB TASKS

The Public-Safety Communicator's primary responsibility is to receive emergency and non-emergency calls for Police, Fire and Ambulance from the public. Through information gathering, they will determine the nature of the call, whether a response is necessary, and contact the appropriate responding agency when required. Additional tasks include maintaining appropriate logs, paperwork and computer data entry for all calls and responding units.

Brandon Public Safety Communication Centre, services all participating communities in the Province of Manitoba excluding the City of Winnipeg. The Centre is in operation 24 hours a day, 7 days a week. Call Takers and Communicator's work shift work to provide this service.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:

1. Oral and written communications

- Excellent communication skills, including the ability to articulate concepts, verbally and in writing, in clear, concise, and accurate language;
- Ability to speak fluent English;
- Strong interpersonal skills, able to build relationships with a wide variety of individuals and organizations;
- Demonstrated information gathering skills used to find and identify essential information;
- Practical knowledge of exceptional customer service practices;
- Ability to perform clerical and administrative work for the Centre.

2. Judgment

- Ability to exercise discretion and good judgment in providing information to internal or external customers in a courteous and tactful manner;
- Ability to apply experience, judgment and knowledge of concepts, practices and procedure to independently accomplish duties;
- Ability to resolve issues in a timely manner.

3. Interpersonal Relationships

- Work in a shared and consultative manner with other employees (daily);
- Ability to appropriately handle stressful situations;
- Ability to maintain a positive attitude contributing to a positive work atmosphere;
- Ability to manage multiple unrelated calls and make independent decisions (daily);
- Ability to detach personal emotions and remain objective on both non-emergent and emergent calls.

4. Professionalism

- Answer and dispatch calls for assistance in a professional and courteous manner;
- Ability to exercise discretion regarding sensitive or confidential issues;
- Answer customer and employee inquiries in a courteous and expedient manner (referring all other inquiries appropriately);
- Ability to work independently and as part of a team.

5. Quality of Work

- Self-motivated and quality driven to perform independently;
- Demonstrated ability to maintain a high level of consistency while multi-tasking over extended periods of time;
- Willingness to adapt to new technological changes and improvements;
- Willingness to participate in continuous upgrading, training, and self-development programs.

6. Physical Abilities

The duties of the Public-Safety Communicator are carried out primarily in an office environment.

- Sits at a desk using keyboard and office equipment (daily);
- Uses hands, arms, shoulders to maintain file systems and storage areas (frequently).

7. Knowledge

- Keyboarding speed of 40 w.p.m.;
- Proficient use and knowledge of computer equipment, operating systems, Microsoft Word, Microsoft Excel, and Outlook;
- Knowledge of protocol and policies used to monitor emergency situations effectively;
- Working knowledge of the geography of the Province and the City;
- Knowledge of emergency and medical terminology to be effective in communicating to various agencies.

8. Abilities

- Ability to pass a police security clearance including background and criminal records check;
- Ability to meet vision and hearing standards set by the Department.
- Ability to maintain a Manitoba Class 5 Driver's License

PSYCHOLOGICAL/STRESS CONDITIONS

The Public-Safety Communicator's workload and environment may affect an employee's emotional stress level.

- Interruptions and calls from multiple areas (daily);
- Converse with upset, distraught, and/or confused customers (daily);
- Ability to work all shifts 24/7, days, weekends, and holidays;
- Ability to work without scheduled breaks when workload dictates;
- Short periods of intense concentration while assisting customers (frequently);
- Brief periods of time in which an extremely short amount of time is available to complete a project or task (frequently);
- Extended periods of time in which information sought by the public must be kept confidential (frequently);

TRAINING

Public-Safety Communicator's will be provided approximately 3 months classroom and on the job training. Classroom and on the job training is full time hours and will not exceed 40 hours per week. Components of the training are: mock scenarios, memory testing, multi-tasking, mapping skills, CAD (computer aided dispatch) data entry, and oral and written Communicator. This description is not intended to limit training related tasks as necessary and appropriate.

After successful completion of the training, the employment status of successful applicants will be that of a probationary employee. As a probationary employee, shifts may be 8 to 12 hours in length, including days, evenings, and weekends.

SUPERVISION

Public-Safety Communicator's report to the Shift Supervisor. Operational policies, procedures and the working agreement must be followed at all times.

SCHEDULING

The Emergency Communications Centre is in operation 24 hours a day, 7 days a week. Communication Centre staff work shift work to provide this service. Training shifts are typically 8-10 hours in length and will not exceed 40 hours in a week. Successful candidates work all shifts of a 24-hour period including weekends and holidays. Overtime may be necessary to cover positions not filled due to holidays, illness, etc. It is important to be on time for your shift to receive essential information updates from the shift leaving and to maintain minimum staffing levels.

SALARY AND BENEFITS

The position of Public-Safety Communicator falls under the working agreement negotiated between the City of Brandon and the Brandon Professional Firefighter/Paramedic Association (Public-Safety Communicator Division). Salary and benefits are established through this bargaining process.

The 2025 rates for permanent Public-Safety Communicator s are \$29.95 per hour (Step 1) and \$31.45 per hour (Step 2).

The rate of pay for the training period is \$29.95 per hour (2025 Rates). Training period is approximately 3 months.

Probationary employees are not eligible to participate in any of the City's benefit plans prior to meeting the minimum standards set out by the plan providers. Benefits upon becoming a permanent employee include Pension, Group Life Insurance, Disability Insurance, Employee Assistance, and Dental Care. Various voluntary benefits are also available to permanent employees.

Public-Safety Communicator Application Checklist

- On-line Profile / Application (<http://jobbank.brandon.ca>)
- Resume & Cover Letter attached to on-line application

The online application system currently accepts three (3) attachments and some applicants experience difficulty applying with large attachments. If you are unable to include everything needed with your on-line application, additional documents should be forwarded by mail, email, or delivered to:

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NOTE: Incomplete application packages will be screened out.

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Self- Screening Questionnaire

PUBLIC SAFETY OPERATOR/DISPATCHER POSITION

The following requirements need to be understood by all candidates for this position. Please carefully consider your answer to each question. The Self-Screening Questionnaire is for your use in determining whether you are making the correct decision in applying for the job of Operator/Dispatcher at the Brandon Public-Safety Communication Centre. You are not required to return the completed Questionnaire with your application.

1. Are you willing and able to work a large percentage of weekends and holidays?
☐ Yes ☐ No
2. Are you willing and able to work any shift assigned? (i.e., day, evening or night shift)?
☐ Yes ☐ No
3. Are you willing to accept last minute changes in your work schedule that might require you to cancel personal plans?
☐ Yes ☐ No
4. Are you willing and able to work emergency call-in overtime?
☐ Yes ☐ No
5. Are you willing to be subjected to occasional abusive and profane language over the phone by callers?
☐ Yes ☐ No
6. Are you willing to take directions and corrections from a supervisor in front of your peers?
☐ Yes ☐ No
7. There may be times when you are required to forego breaks due to understaffing or shift activity. Are you willing to give up breaks, when necessary?
☐ Yes ☐ No
8. Are you willing and able to remain at the same workstation (seated or standing) for extended periods at a time?
☐ Yes ☐ No
9. Are you willing to read and study several hundred pages of manuals, complete assignments and take written tests during your training period?
☐ Yes ☐ No
10. Are you able to understand and accept that when you process a call incorrectly it could contribute to someone's property being lost or damaged, or someone being seriously injured or dying?
☐ Yes ☐ No
11. Are you willing to accept close supervision and daily critique of your work performance during the on-the-job training period?
☐ Yes ☐ No

☐ Yes ☐ No

____ Yes _____ No

☐ Yes ☐ No

☐ Yes ☐ No

____ Yes _____ No

☐ Yes ☐ No

☐ Yes ☐ No

____ Yes _____ No

☐ Yes ☐ No

 Yes No

☐ Yes ☐ No

Yes ☐ No ☐

☐ Yes ☐ No

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