

Public Safety Communicator Emergency Services

More than one position may be filled from this competition

(Bi-Weekly hours may vary)

Competition #45

Please apply with a cover letter and resume online at: <https://jobbank.brandon.ca/>

Position Conditions: This competition will include testing and an interview. Successful applicants will be provided with classroom and on-the-job training. After successful completion of training the employment status will be that of a probationary employee. As a probationary employee, shifts may be 8 to 12 hours in length and include days, evenings, and weekends on a rotating schedule.

NOTE: Successful applicants must pass a criminal background investigation.

Rate of Pay: \$29.59 per hour. (2025 Rate)

Closing Date: Applications will be accepted until the vacancy has been filled.

This competition will include testing and an interview.

PURPOSE OF POSITION

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, the Communicator will determine the nature of the call, whether a response is necessary, and contact the appropriate responding agency when required. Maintain appropriate logs, paperwork and computer data entry for all calls and responding units.

TYPICAL DUTIES AND RESPONSIBILITIES

- Answer calls for assistance originating throughout Manitoba and made to the Brandon Public-Safety Communications Centre;
- Dispatch or direct calls to the appropriate Police, Fire, and/or Ambulance agency;
- Dispatch various utilities or specialized response agencies as requested or required;
- Provide call taking and dispatching services to designated Police Agencies and Fire Departments;
- Compile and enter all information received through the Centre in the appropriate computer aided dispatch system, prepare and maintain the necessary logs, records and files as required;
- Answer all customer and employee inquiries in a courteous and expedient manner. Refer all other inquiries appropriately.

NOTE: This description is not intended to limit the assignment of work or be construed as a complete list of the many duties to be performed by the incumbent.

PREFERRED QUALIFICATIONS & EXPERIENCE

- Grade 12, G.E.D., C.A.E.C., or Mature High School Diploma
- Minimum of one (1) year Emergency Services or Communications work experience is preferred.

Candidates successful in this competition will have demonstrated:

- Ability to keyboard a minimum of 40 wpm
- Meeting hearing and vision standards
- 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

WORK CONDITIONS

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

Please ensure to follow the link to the [Applicant Handbook](#) which contains detailed information regarding the position, qualifications, and the selection process. It is essential interested applicants read this information prior to applying.

Please contact hr@brandon.ca for a complete job description.

The City of Brandon is committed to an inclusive, barrier free environment and will accommodate the needs of applicants under the Accessibility for Manitobans Act (AMA) throughout all stages of the recruitment and selection process. We thank all applicants for their interest; only those advancing in the competition will be contacted. If contacted to participate in the process, please advise if you require an accommodation. If you are interested in finding out more about the City of Brandon job opportunities as soon as they are posted, please follow us on Facebook or X!