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Part-time/Temporary Communication Operators—St. George Campus

Job Opportunity #1700116

The University of Toronto Campus Community Police Services is searching for experienced part-time/temporary Communications Operators. This position will be attractive to individuals who have previous experience as a police, ambulance or fire dispatcher and are interested in filling vacancies of a part-time/temporary nature resulting from the absence of regular employees due to illness or leave of absence and/or resulting from temporary operational requirements. Reporting to the Manager, Communications and Records, and working under the direction of the Shift Sergeant on duty, the successful candidates will conduct the following duties:

- maintain communication links with police, emergency and security personnel by providing initial response/direction to University emergency calls, including fire, medical, building maintenance, or public safety and contacting service providers as required;
- answer telephone enquiries and initiate the appropriate follow-up action (e.g. requests for officer assistance, building maintenance problems, community complaints);
- redirect calls to the appropriate departments or service as required;
- prioritize incoming information received via telephone, intrusion and fire alarm systems and visitors requesting police assistance;
- greet visitors to the St. George Campus Police station and redirect them as required;
- monitor and operate a wide variety of technical security equipment (e.g. radio dispatch system, surveillance equipment, electronic fire-intrusion alarm systems, CCTV, computers and access control systems); and
- maintain and update the Campus Police incident reporting and database system.

Our ideal candidates will have:

Minimum Education: You are a high school graduate who preferably has some post-secondary education.

Minimum Experience: Minimum 2-3 years of related work experience as a dispatcher or communications specialist within an emergency response, security or building management environment (some exposure to police/security environment is highly desirable). You will also be proficient in standard office computer applications (word processing, spreadsheets, databases and e-mail) with the ability to enter data accurately and understand complex systems; have an eye for accuracy and details; excellent communication skills, including the ability to extract pertinent information over the telephone quickly and accurately, particularly with regards to emergency situations; the ability to quickly prioritize incoming information and requests, exercise tact, diplomacy and discretion and maintain strict confidentiality.

Clearances: Must have no criminal convictions without pardon and be able to pass background checks conducted by the Toronto Police Services Board and receive clearance from the Ontario Provincial Police, the Royal Canadian Mounted Police and/or other jurisdictional authorities for access to CPIC and other restricted databases. Please note: these clearances are a condition of employment and must be maintained.

Testing: Must be able to pass the interview process, and written and psychological testing.

Benefits of Working for the University of Toronto:

Hours of Work & Compensation: Part-time/temporary, 8, 10 and 12-hour shifts in a 24/7 operation, 365 days/year. Starting Hourly Rate: $24.85 (when determining the wage rate, consideration will be given to previous experience as a police, fire or EMS dispatcher). Incumbents will also receive vacation pay (4% of gross earnings) payable on each pay day, and Statutory Holidays in accordance with the Employment Standards Act (Ontario).

Union: This position is part of the Ontario Public Service Employees Union, Local 519

How to Apply and What to Submit with Your Application:

For confidential consideration, we invite interested applicants to submit their cover letter and resume (pdf or word file) via the University’s career website at http://careers.hrhrandequity.utoronto.ca, no later than February 6, 2017, 11:59 p.m. If you have any difficulty with submitting your application, please contact truniversityoperations@utoronto.ca

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The University of Toronto is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, members of sexual minority groups and others who may contribute to the further diversification of ideas.