

**CITY OF CORNER BROOK  
CAREER OPPORTUNITY**

**911 Call Operator  
Relief (Call In As Required)**

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The City of Corner Brook is presently accepting applications for the position of Relief **911 Call Operator**. This position will report to the Public Safety Answering Point (PSAP) Supervisor and will act as the first point of contact for people who call the 911 PSAP.

**Duties and responsibilities:** Major duties will include answering all calls (telephone and radio) and ensuring that they are recorded with all pertinent information in the electronic tracking system. The Call Operator will be responsible for dispatching fire calls for specified Fire Departments and ensuring all other calls are forwarded to the appropriate responder(s). The successful candidate will follow all procedures precisely as they pertain to the PSAP while ensuring the upmost level of confidentiality. Maintain a professional and calm demeanour while handling stressful and mentally tiring situations.

**Qualifications:** Successful completion of High School or equivalent, capable of typing 40 words per minute, valid CPR and First Aid certificate, clear Police Records Check, capable of working long hours and shift work in a “locked-down” environment and must complete the 911 PSAP training as provided by the 911 NL Bureau Inc. as coordinated by the City of Corner Brook.

**Assets:** The following will be considered assets when applying for this position: Inbound call centre experience, experience in the medical or public safety field, fast thinker and have the ability to “think on your feet”, and capable of working long hours and shift work in a “locked-down” facility.

<b>SALARY:</b>	<b>\$15.62/hr (probationary) - \$21.62/hr</b>
<b>CLASSIFICATION:</b>	<b>C.U.P.E. Local 768</b>
<b>COMPETITION NO:</b>	<b>2018-14</b>
<b>CLOSING DATE:</b>	<b>April 2<sup>nd</sup>, 2018</b>

Please submit résumés **giving complete details of qualifications** on or before **4:30 pm on Monday, April 2<sup>nd</sup>, 2018**, and forward to the Human Resources Office, City of Corner Brook, P.O. Box 1080, Corner Brook, NL A2H 6E1; Fax 709-637-1627; E-mail [hr@cornerbrook.com](mailto:hr@cornerbrook.com)

*The City of Corner Brook thanks all applicants for their interest; however, only those selected  
for an interview will be contacted*