



CAREER OPPORTUNITY

Position Title:	911 PSAP Operator–Relief (Call -In, as required)
Department:	Department of Protective Services
Employee Group:	C.U.P.E. Local 786
Salary:	\$ 20.73 (18.66 Probationary)
Competition No:	2026-04
Closing Date:	This competition will remain open until all positions are filled.

The City of Corner Brook is presently accepting applications for the position of **Relief 911 PSAP Operator**. This is a casual, call-in position scheduled on an as-required basis. 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: The Relief 911 PSAP Operator is responsible for, but not limited to:

- Receiving and managing incoming telephone and radio communications.
- Handling and directing emergency 911 calls to the appropriate emergency responders.
- Accurately recording relevant information in the electronic tracking system.
- Dispatching fire calls for designated Fire Departments
- Following PSAP procedures, maintaining confidentiality, and remaining calm and professional in stressful or mentally demanding situations.

Qualifications: Candidates must meet the following requirements:

- Successfully complete high school or an equivalent program.
- Type at least **40 words per minute**.
- Provide a **clear Police Records Check**.
- Work **flexible hours** in a **secure, controlled work environment**.
- Complete the required 911 PSAP training provided by the 911 Division and coordinated by the City of Corner Brook.

This is a call-in position scheduled on an as-needed basis; hours are not guaranteed; however, they are anticipated to be in the range of 20 hours per week.

The City of Corner Brook is committed to supporting applicants with disabilities throughout the recruitment process. Accommodation is available upon request and will consider each applicant's accessibility needs. Candidates are encouraged to discuss any specific requirements with the City's Human Resources Division by emailing careers@cornerbrook.com.

Applicants applying through Indeed must still submit a complete resume.

Resumes, **giving complete details of qualifications**, are to be submitted via E-mail to careers@cornerbrook.com.

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