



REGINA POLICE SERVICE

Dedicated to Building a Safe and Caring Community

COMMUNICATIONS OFFICER



Information, Application and Selection

"The Regina Police Service, in co-operation with the citizens of Regina, is dedicated to building a safe and caring community."

. . . Mission Statement

A Career

- The Regina Police Service offers an exciting career as Communications Officer. Communications Officers answer and evaluate calls for service. You will answer emergency and non-emergency calls for service, taking information from, at times, extremely distraught callers and relaying this information via computer console to the dispatch position.
- You will be responsible to gather all pertinent details from the caller, evaluate the situation for safety of the victim and police officers, assess call priority and enter calls for service via a computer terminal keyboard. You will prepare police reports pertaining to situations or incidents that do not require immediate police attendance.
- You will also be expected to become proficient at the dispatch position. You will assess priority level of calls waiting, determine the quickest possible response pending availability of police units and dispatch cars for service.
- As dispatcher, you will co-ordinate field units in emergency situations or at major incidents. You will monitor radio traffic and provide assistance or information to assist field units. You will monitor incidents and whereabouts of police units at all times to ensure officer safety.
- You will be expected to be able to calm down very upset or irate callers to get sufficient information to process the call. You will be expected to assess situations and make sound, reasonable decisions for the safety of others.
- You will be expected to work shiftwork; 12 hour rotating shifts, including days, evenings, nights and weekends and statutory holidays depending on your shift schedule.



If selected, you will receive training in department policy and procedure, municipal bylaws, criminal code, civil law and provincial statutes. You will be provided with on-the-job training to answer 911, the TDD (deaf phone), the computer-aided dispatch and the multi-channel trunked radio systems.

To be successful in this position, you must be a mature, confident individual who can handle a high degree of responsibility. You must be a good team member. You will work at times under a tremendous amount of pressure in life threatening situations.

Application Requirements

The following information must be provided with your application as Communications Officer:

1. Resume

A resume outlining your experience and knowledge, skills and abilities particularly *as they apply to this position* (e.g., work with the public and experience with Windows computer applications must be included).

2. Typing Test

Include document certifying typing speed of at least 50 wpm from a bonafide vocational school or college.

3. Education

Applicants must have minimum Grade XII.

4. Hearing Test

Applicants will be asked to provide hearing test results later in the screening process.



*All materials will become the property of the Regina Police Service and will not be returned. **Do not forward originals.** All documents must be current within one year of application. Applications will be retained for a period of two years. You will be notified if you have been selected to proceed in the selection process.*

For further particulars, contact:

Stephanie Mansfield, Human Resource Officer
Human Resources Section
1717 Osler Street - 3rd Floor
Regina, Saskatchewan
Canada S4P 2Z8
Phone: (306) 777-6467 Fax: (306) 777-6360

An approved Employment Equity Employer

The Selection Process

The selection process for Communication Officers is lengthy and thorough to ensure that individuals hired are capable of performing the duties of the position.

- Step 1:** Resumes and typing certificates will be reviewed by Human Resources to ensure documentation is complete.
- Step 2:** Applications will be reviewed by Human Resources and the Communications Manager or their designate.
- Step 3:** Some candidates will be selected to write a cognitive abilities test.
- Step 4:** Those candidates who are successful in the cognitive test will be invited to take a multi-tasked skills test conducted at the Regina Police Service. This test measures your listening skills, your ability to work under pressure, your ability to speak clearly and at a rate that can be easily understood, your ability to record information and details accurately, etc.
- Step 5:** Selected candidates will be invited to participate in an interview.
- Step 6:** Selected candidates will be required to provide work-related references.
- Step 7:** Selected candidates will be required to undergo a psychological assessment.
- Step 8:** Selected candidates will be required to undergo security screening and a background check.
- Step 9:** Selected candidates will be required to submit to a polygraph exam.
- Step 10:** Selected candidates must successfully pass the Communications Officer five week classroom training course and on-the-job training with a trainer.



The Regina Police Service reserves the right to select the most suitable candidates and may terminate an applicant at anytime throughout the selection process.

Self-Assessment Form

Very few people have had the opportunity to work as a Communications Officer or in a similar type job. Positions as dispatchers in the emergency services field are rare and unique. You may not know if you can do the job. For this reason we have prepared a self-screening tool that may be helpful to you. Simply check off the following statements and see how comfortable you feel pursuing the position.

Rate yourself:

- I have a complete Grade XII.
- I can type at least 50 wpm.
- I have Windows computer experience.
- I can handle a multi-faceted, fast-paced work environment.
- I am willing to work shiftwork.
- My family supports my decision to work shiftwork.
- I am mature.
- I can handle a high degree of responsibility.
- I *want* to handle a high degree of responsibility.
- I speak clearly and can be easily understood.
- I can hear and record information accurately.
- I function well in stressful situations.
- I can work well under timed stress.
- I have handled irate, upset and/or belligerent people.
- I can follow instructions.
- I have good manual dexterity.
- I have good memory recall for detail.
- I have common sense.
- I have good decision making capability.
- I can follow directions.
- I am able to give directions.
- I can use a map.
- I am able to spell common names.
- I can operate equipment with ease.
- I am confident in my abilities.
- I am emotionally and psychologically stable.
- I have a good attitude toward myself and others.
- I am a good team player.
- I have good, sound morals.
- I am honest & trustworthy.
- I am reliable.
- I am able to pass the background screening.
- My family understands this job has many stressors that are confidential.

So if you are an outgoing, confident, intelligent person and are open to learning, this career may be for you. There will be days that will not be "fun" but someday you may save a life and feel extremely rewarded.

The Regina Police Service will hold information sessions on the Communications Officer position to discuss more about the job and it's demands and answer any questions you may have. We will contact you when these sessions will take place.

Fringe Benefits

There are numerous fringe benefits including:

1. **Group Life**
 - Covers three (3) times your earnings (minimum \$60,000) to a maximum (as specified in plan).
2. **Superannuation (Pension @ 25 years' service)**
 - Approximately 11 $\frac{3}{4}$ %; employer matches plus $\frac{1}{2}$ %.
3. **Police Association Dues**
 - Flat rate: approximately \$32.00 per pay period.
4. **Sick Leave**
 - Vested at 1 $\frac{1}{4}$ days per month.
5. **Vacation**
 - 3 weeks' leave after 1 year
 - 4 weeks' leave after 8 years
 - 5 weeks' leave after 16 years
 - 6 weeks' leave after 22 years
6. **Parking**
 - Free (with plug-in).
7. **Dental Plan**
 - Free (employer paid).
8. **Vision Care**
 - Free vision check-up once every three years (for employees working on VDTs for a minimum of 4 hours per day).
9. **Maternity, Paternity or Adoption Leave**

The Board shall pay 95% of the employee's regular salary for the first two week period and pay the difference between Unemployment Insurance benefits and 95% for up to 15 additional weeks. All other maternity leave is leave without pay.
10. **Salary**
 - \$40,820 to \$52,905 (2004 Rates)