

## **Fire Dispatcher Frequently Asked Questions**

### **1. What skills and abilities are required to be a Fire Dispatcher?**

Fire Dispatchers must enjoy responsibility and have the skill and ability to:

- Approach problems and decisions methodically
- Demonstrate the use of sound judgment when making decisions
- Adapt quickly in a dynamic environment
- Prioritize multiple competing tasks
- Readily assume a leadership role
- Help foster a team atmosphere in the workplace
- Communicate and actively build relationships with other team members
- Actively seek win-win situations
- Be comfortable with healthy conflict and support/manage differences of opinions
- Keep emotions in perspective with the workplace
- Demonstrate self-control and composure while working in a stressful environment

### **2. What are the hours of operation for the Fire Dispatch Centre?**

The Fire Dispatch Centre operates 24 hours a day, seven days a week.

### **3. Are Fire Dispatch positions full or part-time?**

All full-time dispatchers start as relief and fill vacancies as they become available. If an individual chooses to do so, they may remain part-time.

### **4. What is the difference between full-time and part-time employment?**

Generally, part-time (relief) employees are utilized to backfill full-time employees for holidays, training, and other duties on an as and when required basis. Relief dispatchers are employees of the City of Campbell River and belong to IAFF Local 1668. A full-time dispatcher is an IAFF Local 1668 member and is assigned to a specific team and works regularly scheduled shift patterns.

### **5. What are the standard shift patterns in the Fire Dispatch Centre?**

A regular shift for an employee is either a 10-hour day shift or a 14-hour night shift. Shift start and end times may vary according to coverage/workload-based requirements and allow for some flexibility.

**6. What are the minimum requirements to work in a Fire Dispatch Centre?**

- Canadian Citizen and be 19 Years of age or older
- Grade 12 or equivalent (G.E.D.)
- Keyboard 40 net WPM
- Fluent in English, spoken and written
- Pass audio standards
- Achieve pre-determined passing grade in Multitasking Skills and Abilities testing
- Achieve pre-determined required results on Personality Testing
- Pass pre-employment medical and fitness assessment
- Must be able to work shift work
- Must hold a valid Standard First Aid Certificate (St. John Ambulance or equivalent)
- Must possess and maintain a valid B.C. Driver's license
- Must hold a Radio Operators License (Marine, Land, or Aeronautical will be accepted).

**7. What type of training is offered to Fire Dispatchers?**

All Fire Dispatchers receive paid on-the-job training. This training provides Fire Dispatchers with the specialized skills and knowledge required to perform the duties of dispatching utilizing a Computer Aided Dispatch system (CAD), complaint taking, 911 call handling and operational support. Successful candidates will be able to:

- Answer emergency and non-emergency calls for service
- Differentiate between types of calls and priorities
- Demonstrate techniques used for different kinds of callers
- Operate Fire Dispatch computer system/programs
- Dispatch fire departments and provide up-to-date status keeping
- Respond to requests of Fire departments
- Operate telecommunication equipment such as telephones and radios
- Respond to public/fire requests for internal/external services
- Respond to situations involving critical incidents and hazardous materials.

**8. I would like to pursue a career as a Fire Dispatcher, should I take training before I apply?**

While attending a training program for Public Safety Communications Training is not required, applicants who have completed a training program of this type generally have a better understanding of the environment and do better in the mandatory training.

Completion of these types of programs does not guarantee your employment with the Fire Dispatch Centre

**9. What is the application process?**

When a position becomes available, it will be posted on the City of Campbell River website under [Careers](#). Following the instructions on the job posting, submit a resume, cover letter and supporting documents to [careers@campbellriver.ca](mailto:careers@campbellriver.ca). Once the posting closes, applications will be reviewed and applicants selected to move on in the hiring process will be contacted by the recruitment coordinator for the following:

- Verify basic qualifications
- Complete the Multitasking skills and ability test
- Complete a Structured Interview Board (SIB)
- Complete a pre-employment Physical Fitness Assessment and Medical Examination