



COMMUNICATIONS OPERATOR(S) CASUAL

JOB SCOPE: Under the supervision of an on-duty Integrated Emergency Services Supervisor, the Communications Operator will receive emergency and non-emergency calls, including enhanced 911 calls, calls for assistance for Police, Fire, and Medical at the Integrated Emergency Services Communication Center and gather the essential information from the caller to determine whether emergency response services are needed. The Communications Operator will also maintain status checks of all active calls for services with all emergency response personnel.

DEPARTMENT: 911 Integrated Emergency Services **BARGAINING UNIT:** CUPE LOCAL 933

SALARY: \$29.14 per hour

MINIMUM QUALIFICATIONS: (MUST INCLUDE COPIES OF THE ITEMS LISTED BELOW)

- Completion of grade 12, GED, or equivalent.
- Experience and courses with computers and Microsoft Office e.g., Word, Excel, PowerPoint.
- Must be able to pass 911 training.
- Criminal Records Check, Vulnerable Sector Check and Polygraph Verification are required as a condition of employment.
- Medical assessments including but not limited to physical, vision, and hearing tests may be required. The assessments must show the capacity of performing tasks of the classification. This will take place at a later date.

PREFERRED QUALIFICATIONS:

- Post-secondary education and training in clerical and computer related tasks.

CLOSING DATE FOR APPLICATIONS: Friday, May 15th, 2026, at 4:00PM

Please quote **Competition Reference #26.33-E** and apply using any channel below:

E-mail: jobapplications@cbrm.ns.ca | **Fax:** 902-563-5582

In-person or drop-box (Attn: HR): 320 Esplanade, Suite 303, Sydney, Nova Scotia B1P7B9

We'd like to extend our gratitude to all applicants. Applicants selected to move forward will be contacted by Human Resources.

CBRM is committed to the principles of Employment Equity and Inclusivity. We encourage applications from designated groups, including but not limited to women, visible minorities, indigenous peoples, members of the 2SLGBTQIA+ community, and persons with disabilities. CBRM encourages the need for respect, integrity, diversity, accountability, and the public good.



JOB DESCRIPTION

Position Title:	Communications Operator		
Department:	911 Integrated Emergency Services	Location:	Communications Centre
Reporting to:	Manager, 911	Bargaining Unit:	CUPE Local 933 (Inside)
Salary Range:	\$29.14 per hour		

JOB SCOPE

Under the supervision of an on-duty 911 Integrated Emergency Services Supervisor, the Communications Operator will receive emergency and non-emergency calls, including enhanced 911 calls, calls for assistance for Police, Fire, and Medical at the Integrated Emergency Services Communication Center and gather the essential information from the caller to determine whether emergency response services are needed. The Communications Operator will also maintain status checks of all active calls for services with all emergency response personnel.

MAIN FUNCTIONS

- Receive emergency calls the emergency 9-1-1 line for Police, Fire and Medical and initiate the appropriate response.
- Receive calls on the non-emergency lines from the public and other agencies.
- Operate various computerized communication consoles and associated equipment to receive, assess and relay information from the public to emergency response personnel in a courteous, accurate and expedient manner.
- Inform the caller of appropriate information pending arrival of emergency assistance.
- Obtains all essential information and enters the data into the Computer Aided Dispatch (CAD) system.
- Dispatch and respond to requests from emergency response personnel.

- Communicate with and monitor radio channels with a varying number of emergency response personnel.
- Organize and prioritize calls for emergency services.
- Utilize various police information systems (CPIC, JEINS) for input and retrieval.
- Expertly communicate with various Emergency Service Providers.
- Provide operations related input to supervisory team on procedures and call taking.
- Perform other duties as assigned.

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PREFERRED QUALIFICATIONS

- Post-secondary education and training in clerical and computer related tasks.

ADDITIONAL QUALIFICATIONS

- Emergency First Aid/AED/CPR-A

KNOWLEDGE SKILLS AND ABILITIES

- Learn techniques, procedures and methods used in the operation of a public safety communications center quickly and interpret them correctly.
- Ability to understand and locate policies, procedures, and departmental operational guidelines with reference to specific emergency responses.
- Ability to remain in control, composed and organized under pressure or in high stress situations.
- Ability to work with a team and develop team relationships.
- Ability to organize and problem solve to handle multiple calls, assess, prioritize incidents to meet the need of the emergency response services, co-workers and the public.

- Ability to communicate effectively, both verbally and in writing.
- Ability to coordinate and efficiently multi-task and complete assignments without error.
- Have excellent communications skills to effectively deal with people in person, by telephone or radio, many of whom may be in distress.
- Capability of being trained in the use of the various computerized systems including systems used by police and fire.
- Ability to obtain accurate information from callers while entering information in a computer.
- Reviews and trains to maintain operational knowledge and stays abreast of continuous system changes, enhances knowledge, and learns new skills, provides input to enhance and improve department services.
- Ability to hear and to articulate clearly on the telephone.
- Ability to produce form reports accurately, quickly, and legibly, using correct grammar and spelling.
- Ability to read and understand maps.
- Ability to work various hours and shifts on short notice.
- Maintains regular and predictable work attendance.