

City of Winnipeg Fire Paramedic Service



City of Winnipeg
Fire Paramedic Service



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Qualifications Communication Operator

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QUALIFICATIONS REQUIRED FOR COMMUNICATION OPERATOR:

- ☞ Must be 18 years of age.
- ☞ Must be Canadian Citizen or Permanent Resident.
- ☞ Grade 12 (High School Diploma) according to Canadian Provincial Standards, GED, or equivalent. Applicants who were educated outside of Canada must have their academic credentials assessed in order to determine and submit a Canadian Grade 12 equivalent. For more information please visit <http://www.cicic.ca/415/credential-assessment-services.canada>.
- ☞ Canadian recognized Emergency Medical Responder (EMR) Program or equivalent (preferred).
- ☞ Province of Manitoba Technician License provided by Manitoba Health which must be submitted with resume. Please visit the Manitoba Health website for more information at www.gov.mb.ca/health/ems/licensing.html.
- ☞ Demonstrated competency in the use of a personal computer in a "Windows" environment.
- ☞ Demonstrated ability to function in a multi-tasking environment, reacting appropriately to multiple aural and visual inputs, remaining calm, professional, and effective in emergencies, exercising sound judgment and acting decisively, as assessed by relevant tests.
- ☞ Demonstrated comprehensive knowledge of city streets, areas and neighborhoods in Winnipeg, as assessed by relevant tests.
- ☞ Ability to successfully complete at first attempt the department's Communication Operator training program.
- ☞ Demonstrated ability to communicate accurately and effectively by telephone and radio and to control the exchange of information with emergency callers.
- ☞ Demonstrated ability to develop and maintain awareness of the current locations and status of on-duty paramedic units, fire apparatus, and other resources and/or incidents in progress.
- ☞ Candidates with an International Association of Emergency Dispatch (IAED) Certification in MPDS and/or FPDS will be given first consideration.
- ☞ Ability to develop a high degree of skill in the operation of computerized communications equipment.
- ☞ Assets would also include call centre experience, especially in an emergency communications centre environment, and demonstrated knowledge of medical terminology.
- ☞ Willingness and ability to work rotating, 12-hour shifts.
- ☞ Clear Criminal Record Check (original copy) from the City of Winnipeg Police Service or RCMP. It must be dated no more than sixty (60) days prior to date of application. Any infractions occurring after application submission must be reported to the WFPS. For more information please visit www.winnipeg.ca/police/BPR/info_request.stm.
- ☞ Clear Child Abuse Registry Check (original copy) from the Government of Manitoba-Child Abuse Registry Unit. It must be dated no more than sixty (60) days prior to date of application. Any infractions occurring after application submission must be reported to the WFPS. For more information please visit www.gov.mb.ca/fs/childfam/child_abuse_registry.html.
- ☞ Meet current Fire Paramedic Service vision standards. Testing must be current and have been completed within the previous twelve (12) months. Tests must be submitted on the City of Winnipeg form and can be printed off on our website at www.winnipeg.ca/fps/careers/ during a recruitment process.
 - Far visual acuity not less than 20/40 binocular, corrected with contact lenses or spectacles.
 - Uncorrected, far visual acuity not less than 20/100 binocular for wearers of hard contacts or spectacles.
 - Color perception sufficient to use multi-coloured computer monitor screens.

- ☞ Normal unaided hearing thresholds no greater than 30 decibels in each ear at 500Hz, 1000Hz, and 2000Hz and no significant loss in higher frequency. Test results must include all the following frequencies: 500, 1K, 2K, 3K, 4K, 6K and 8K Hz. Testing must be current and have been completed within the previous twelve (12) months. No standard City of Winnipeg form required.
- ☞ Ability to undergo and pass a medical examination administered by the City of Winnipeg Occupational Health Branch.

PLEASE NOTE:

- ☞ Testing to determine qualifications will be conducted as part of the selection process.
- ☞ The Fire Paramedic Service is an integrated EMS and Fire communications centre. Communication Operators currently answer and process both Fire and EMS calls for the service.
- ☞ All costs associated with the application process and competition will be the sole responsibility of the applicant.
- ☞ The City of Winnipeg Fire paramedic Service is an Employment Equipment employer and aboriginal persons, women, visible minorities and individuals with disabilities as identified in the Manitoba Human Rights Code are encouraged to self-declare.

PROBATIONARY PERIOD:

Candidates must satisfactorily complete a probationary period from the date of appointment. The probationary period for a full-time Communication Operator is six (6) months. The probationary period for a part-time Communication Operator is eighteen hundred (1800) accumulated regular hours worked.

SALARY LEVELS:

Classification	Rate of Pay (Effective January 3, 2010)	
	Hourly (42 Hours)	Biweekly
Operator – Communications (first 12 months)	\$19.02	\$1,597.73
Operator – Communications (after 12 months)	\$22.64	\$1,902.27
Operator – Communications (after 24 months)	\$25.95	\$2,180.28
Operator – Communications (after 36 months)	\$29.67	\$2,492.89
Operator – Communications Senior (after 5 years)	\$31.94	\$2,683.57
Operator – Communications Senior (after 6 years)	\$32.90	\$2,764.33