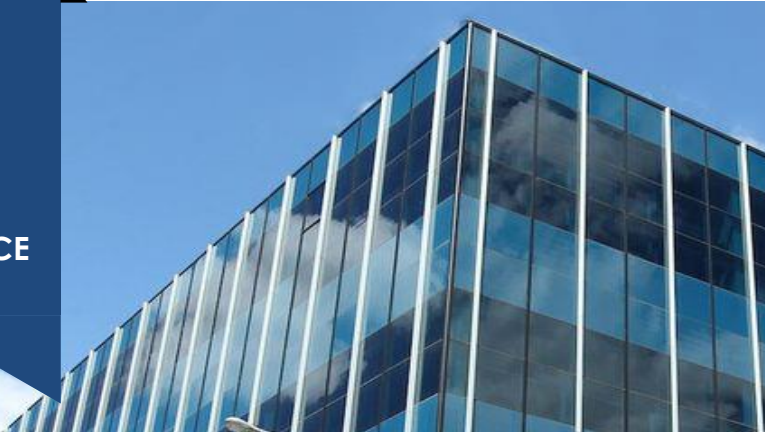
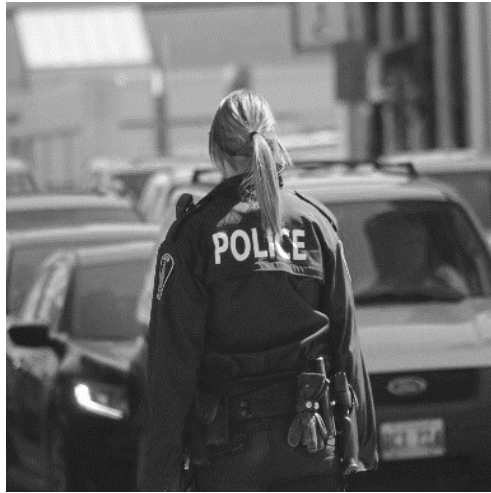




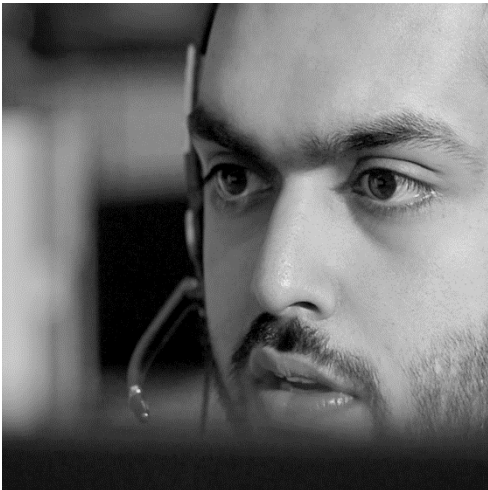
WINNIPEG  
POLICE SERVICE  
DIVISION 36



PUBLIC  
SAFETY  
IS OUR  
PRIORITY



9-1-1  
CALL TAKER  
INFO  
PACKAGE



EXCELLENCE  
IS OUR  
COMMITMENT



COME  
WORK  
WITH  
US





# OUR DECISIONS

make a difference

## About Us

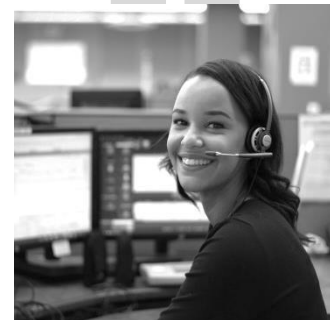
Call Takers respond to emergency 9-1-1 and non-emergency calls for assistance and information via the telephone or other mandated communication medium.

They provide timely service, being a critical first contact between the public and emergency services; police, fire or medical intervention.

Call Takers assess, prioritize and input critical information into the computer aided dispatch program and transfer calls to appropriate emergency response agencies as required.

Call Takers must remain calm, composed and be able to take control of a situation that may be chaotic, heart-wrenching, stressful, and confusing.

They are the **vital link** in keeping the City of Winnipeg safe.



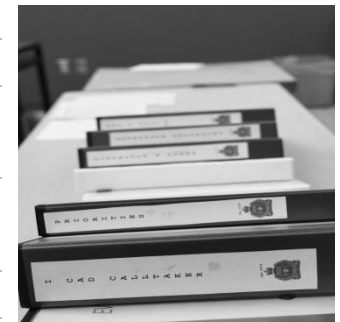
# Self-Assessment

## Am I able to...

- Y  N Work and learn in a fast-paced and ever-changing work environment?
- Y  N Learn in a variety of settings (classroom, one-on-one coaching, online, etc.)?
- Y  N Quickly grasp and comprehend training materials and procedural information?
- Y  N Interact in a professional and calm manner, even under pressure?
- Y  N Maintain a high level of professionalism, both on and off duty?
- Y  N Work collaboratively and productively with coworkers and superiors?
- Y  N Operate within a paramilitary working environment (i.e. take directions from your superiors in front of coworkers)?
- Y  N Work in an office environment with scheduled breaks?
- Y  N Gain a sense of satisfaction from keeping our community safe?
- Y  N Work rotating shifts (days, evenings, nights), including weekends and holidays; potentially missing personal/family events?
- Y  N Commit to deliver excellent service to the public?
- Y  N Emotionally disengage in order to complete my tasks when dealing with situations involving suffering, tragedy, and other emergencies?
- Y  N Solve problems under pressure?
- Y  N Assess my strengths and weaknesses and seek opportunities for self-improvement?
- Y  N Do my ordinary duties extraordinarily well with competence, commitment, and compassion?

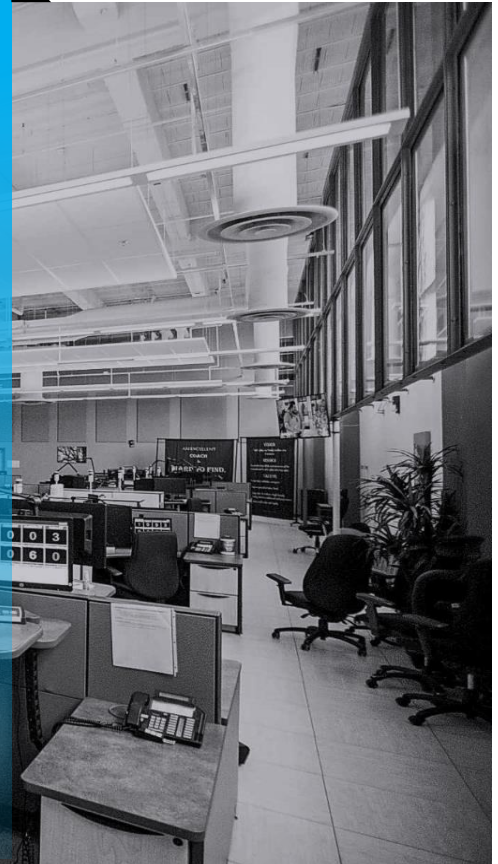
## Do I have...

- Y  N Critical thinking abilities and excellent multi-tasking skills?
- Y  N A strong support system for debriefing and emotional support?
- Y  N Self-care strategies to maintain work-life balance?
- Y  N The support of my family to commit the time required studying numerous materials during the training process?
- Y  N The ability to concentrate, read, and comprehend training materials required to be successful in the training process?
- Y  N The self-confidence to be assertive when the situation demands it?



**If you answer YES to all of the questions, then you should consider starting a meaningful career with us at the Winnipeg Police Service Communications Centre as 911 Call Taker!**

Be the voice that gives hope  
 Be the guide that leads to safety  
**Be the difference**



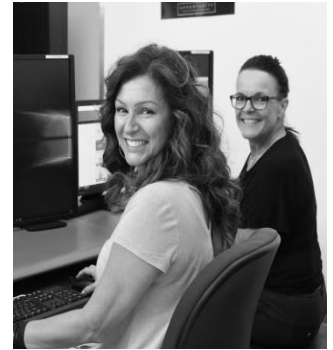
## Annual Recruitment

*The WPS typically posts vacancies for 9-1-1 Call Taker once a year (late summer or early fall). The anticipated timeframe from the time of application to hiring is approximately 4 months, but could be upwards of 7 months. One to two training classes are usually held annually, commencing in January.*

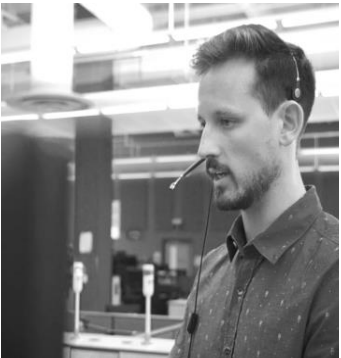
Step 1	Step 2	Step 3	Step 4	Step 5
<p><b>Online Application and Pre-Screening</b></p> <p>Application, resume, cover letter, all accompanying documents will be reviewed to determine if the application is complete and the minimum qualifications are met.</p> <p>Only applicants moving forward will be contacted to move onto the next step.</p> <p>The WPS will conduct an enhanced security clearance on all short listed applicants.</p>	<p><b>Testing, Info Session, and Speed Networking</b></p> <p>Applicants being considered will be scheduled for testing. Only those who pass all required tests will attend an information and speed networking session.</p>	<p><b>Panel Interview</b></p> <p>Applicants being considered will be scheduled to attend a competency-based structured interview. All applicants will be advised of the results. Any outstanding documents, such as vision or hearing forms, are required to proceed to the next step.</p>	<p><b>Background Interview and Investigation</b></p> <p>Applicants being considered will be provided all the essential information to schedule and prepare for the subsequent interview.</p> <p>The investigation consists of a one-on-one interview held with a police investigator assigned to the applicant. The interview is approx. 3 hours in length and is held in a private office setting.</p> <p>Background stage may take <b>up to 12 weeks</b> to complete.</p>	<p><b>Psychological Assessment</b></p> <p>Applicants being considered will undergo psychological test(s)</p> <p><b>Offer of Employment</b></p> <p>There are several factors taken into consideration when selecting the most suitable candidate(s). Successful candidates are offered employment.</p> <p>Unsuccessful candidates will be advised in writing of their eligibility to re-apply.</p>

# Qualifications:

- Grade 12 diploma, GED Certificate or equivalent\*
- Diploma in a French Immersion Program or other language program an asset
- Possess basic computer skills, ability to learn and adapt to new technology and/or programs with ease
- Demonstrated basic-level proficiency in Microsoft Word, Excel and Outlook
- Demonstrated ability to keyboard accurately, minimum 40 wpm
- Demonstrated knowledge of City of Winnipeg streets, roads, major routes and common place locations
- Be proficient in English, both oral and written, and French if position is bilingual; minimum intermediate-level proficiency
- Ability to communicate in a second language is an asset
- Ability to work independently with minimum supervision
- Possess excellent organizational skills, ability to multi-task, and prioritize
- Ability to maintain composure and function under the stress of emergency situations
- Possess excellent critical thinking abilities to methodically, strategically, and collaboratively assess situations and make sound decisions
- Possess cultural awareness and sensitivity
- Excellent interpersonal skills, ability to be assertive and respectful especially when dealing with the public, ability to work effectively in a formal and informal team environment
- Ability to maintain confidentiality and protect sensitive information
- Ability to engage in self-evaluation with regard to performance and professional growth
- Ability to accept constructive feedback regarding work performance
- The ability to establish and maintain a positive, respectful, safe and healthy work environment that supports the physical, psychological and social working relationships with staff at all levels in a team environment



\*Applicants who have been educated outside of Canada must have education that is comparable to the minimum qualification in Canada. Applicants submitting foreign credentials require an official academic assessment report issued by a recognized Canadian assessment service at application.



## You must be able to:

- Successfully complete pre-employment testing
- Meet and maintain the hearing and vision standards
- Pass a level 3 Winnipeg Police Service security check and maintain clearance
- Ability to pass a psychological assessment
- Work varied shift hours, days, evening, nights, including weekends and statutory holidays as part of the shift rotation
- Perform duties from an alternate location as required
- Successfully complete additional training and remain current with mandatory and refresher training as defined by the Service

## This is your sample work schedule\*

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
SEPTEMBER	1	2 <b>D</b>	3 <b>D</b>	4 <b>D</b>	5 <b>D</b>	6 <b>D</b>	7
	8	9	10	11 <b>E</b>	12 <b>E</b>	13 <b>E</b>	14 <b>E</b>
	15 <b>E</b>	16	17	18	19	20 <b>N</b>	21 <b>N</b>
	22 <b>N</b>	23 <b>N</b>	24 <b>N</b>	25	26	27	28
	29	30 <b>D</b>	1 <b>D</b>	2 <b>D</b>	3 <b>D</b>	4 <b>D</b>	5
	6	7	8 <b>E</b>	9 <b>E</b>	10 <b>E</b>	11 <b>E</b>	12 <b>E</b>
	13	14	15	16	17	18 <b>N</b>	19 <b>N</b>
	20 <b>N</b>	21 <b>N</b>	22 <b>N</b>	23	24	25	26
	27	28 <b>D</b>	29 <b>D</b>	30 <b>D</b>	31 <b>D</b>		
	OCTOBER						

D: 0700-1700 hours | E: 1630-0230 / 1200-2200 hours | N: 2130-0730 hours

\*This is for illustration purposes only

Be part of something great.  
 Be part of something bigger than yourself.  
 Join us and answer the call to serve our community!

