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## RCMP SUPPORT SERVICES - CAREERS

The City of Surrey is a place of innovative transformation and accelerated growth—where the future is limitless and possibilities are endless. If you are excited about helping build the city of tomorrow—and you share our values of integrity, service, teamwork, innovation and community—join us, today.

### Telecommunications Operator 2

The Telecommunications Operator 2 is responsible for a wide variety of telecommunications duties within the RCMP Operations Communication Centre. You will work in many functional areas as required including dispatch, call-taking, info radio and info message centre.

- The position requires responding to calls such as complaints, emergency and non-emergency 911 calls and general public inquiries while accurately evaluating and prioritizing incoming calls.
- You will dispatch calls for police response to appropriate personnel including additional units to assist on calls as required. You will assess the situation, identify other agencies that may be required for the event and contact the agencies directly.
- You will monitor the status and location of police units and liaison closely with police members in the Telecommunications Centre. In doing so, considerable independent use of judgment, action and tact will need to be exercised in order to make decisions promptly and accurately.
- Other responsibilities will include performing CPIC maintenance including data entry, modifications, information removal and retrieval including drafting messages relating to warrants or CPIC hits. The position requires working rotating shifts, including weekends and holidays.

Applicants under consideration will possess the following qualifications:

- Successful candidates will have completed Grade 12
- Supplemented by 12 months related training and experience in the use of police telecommunications, dispatch, complaint taking equipment, and information systems.
- An equivalent combination of education and experience may be considered.

Other requirements include a minimum typing speed of 45 words per minute and the ability to react quickly and tactfully with the public and to handle several matters at one time. We require individuals who can adapt quickly to changing priorities and can communicate with the public in a tactful and professional manner. You must be able to maintain the relevant level of security clearance throughout employment with the Surrey RCMP.

We offer a dynamic work environment and excellent opportunities to advance.

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