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RCMP SUPPORT SERVICES – CAREERS

911 TELECOMMUNICATIONS OPERATOR (Auxiliary)

Are you someone who thrives in a fast-paced, dynamic, and challenging environment? The City of Surrey's RCMP Surrey Detachment is currently looking for individuals who have excellent decision-making and organizational skills for the position of Call Taker within the Operational Communications Centre. This exciting career has many advancement opportunities within the Operational Communications Centre.

This position is located at the Surrey Detachment which is open 24 hours a day, 365 days a year. Successful candidates will work a variety of shifts that include holidays, weekends, weekdays, week nights, day shifts, and over night shifts.

Reporting to the Manager of the Operational Communication Centre you will be the first point of contact to the public. You will respond to various types of calls that include emergency and non-emergency 911 calls, complaints, and general public inquiries. Due to the nature of the calls, you will work in a fast-paced, high-energy environment and must be able to maintain professionalism and tact during discussions.

The successful applicant will be able to think independently, use a considerable amount of independent judgment and diplomacy while making decisions in a prompt and accurate manner. You must possess strong listening skills and have the ability to extract significant and pertinent information from the caller. It is essential that the successful applicant be able to multi-task; you will be required to accurately evaluate and prioritize calls while creating reports and providing time-sensitive information to the police. Considerable geographical knowledge of the City of Surrey is considered an asset.

Successful candidates must have completed Grade 12, supplemented by related training and experience. An accurate typing speed of 45 words per minute is also required (*testing will be administered*). This position requires an Enhanced RCMP Reliability Security Clearance that will be administered to those who are successful through the process.

integrity | service | teamwork | innovation | community

To apply online, go to our website.
www.surreycareers.ca

