

BUILD A CITY. BUILD A FUTURE.



As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation.
City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward.
Build a City. Build a Future at the City of Surrey

Radio Operator – Fire Service

Scope

The Surrey Fire Service maintains one of the largest Regional Fire Dispatch Centres in British Columbia, servicing Surrey residents and 50 other jurisdictions across British Columbia.

We are looking for candidates who can provide a positive emergency communication experience to our customers and all of the agencies we work with.

As part of a team, you will be working a variety of shifts that include working days, evenings, and graveyards of up to 12 hours on weekdays, weekends, and holidays. You will have open availability for short-term callouts and be available on statutory holidays and at peak times.

Responsibilities

Radio Operators are responsible for receiving and transmitting all fire related emergency, rescue, and medical communications as well as after-hours Public Works for Surrey and its clients, and Bylaws for the City of Surrey.

Our ideal candidates are able to:

- React quickly, logically, efficiently, and calmly to all emergency situations with professionalism and tact;
- Apply critical thinking and sound judgement to help make decisions quickly and accurately;
- Use sound multi tasking and detail-oriented skills while operating a variety of communication equipment;
- Use strong customer service skills to obtain complete and accurate information;
- Demonstrate the ability to work with others in a team environment;
- Communicate effectively both orally and while using window-based computer programs;
- Operate at a dispatch workstation (standing or sitting) for extended periods of time;
- Be dedicated to ensuring emergency dispatch services are fulfilled; and
- Exhibit reliability with an exceptional attendance record.

Qualifications

A qualified applicant will have:

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- Grade 12 Diploma.
- Related training and experience.
- Prior experience in a related dispatch field (Emergency Services) is an asset.
- A minimum of 40 wpm typing speed.
- Strong communication skills with a command of the English language.
- Due to servicing diverse communities, fluency in other language(s) would be considered an asset.

Successful applicants must provide proof of qualifications.

Other Information

- This is a part time position, with no guarantee of hours, working anywhere from 0 to 48 hours per week.
- In order to be available for short term emergency call out to meet business and operational needs, employees must live within Metro Vancouver or the Fraser Valley Regional District, no further west than Horseshoe Bay and no further east than Chilliwack.
- Short listed candidates are expected to successfully complete the following in the recruitment process:
 - Information Session
 - CritiCall Testing
 - Phone Interview
 - Interview
 - Dispatch Centre Orientation
 - Psychometric Analysis
- For more information regarding this position please refer to the Surrey Fire Services – Communication website at: <https://www.surrey.ca/about-surrey/surrey-fire-service/surrey-fire-regional-dispatch>

Employment Status

Union – IAFF – Casual

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