



Job Posting

Career Opportunity: Call Centre Dispatcher

Department: Eenuu Eeyou Police Force
Salary Grade 4: (Min. \$45,886.00 – Max. \$61,258.00)

Status: Permanent
Location: Chisasibi

Core Functions

The Call Centre Dispatcher responds to calls for emergency and non-emergency assistance and in dispatching law enforcement, firefighting, or first responder. The incumbent is also responsible for updating, verifying, and validating information through databases such as: Canadian Police Information Centre (CPIC), Quebec Police Information Centre (CRPQ) and EEPF databases.

Call Center Responsibilities

- Receive emergency calls from the public requesting police, first responders, or fire emergency services.
- Collect all pertinent and critical information from the caller.
- Determine response requirements and relative priorities of situations in accordance with established procedures.
- Dispatch police, ambulance, firefighters, or other emergency units as necessary and in accordance with established procedures.
- Maintain continuous contact with all units dispatched.
- Operate a variety of communications equipment, including radio consoles, telephones, and computer systems.

Database Management Responsibilities

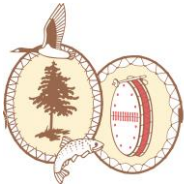
- Perform database entry in ICO (EEPf database software).
- Maintain the database up-to-date and manage all access.
- Archive data.
- Receive all requests for Criminal Record Check from local EEPf Officers.
- Treat requests and search relevant information using proper databases (CPIC, CRPQ and EEPf database).
- Compile information required by the EEPf Officers.

Other Responsibilities

- Maintain up-to-date knowledge and skills in area(s) of responsibility.
- Perform by the Call Dispatch Center Coordinator.

Education

- High School Diploma.
- Post-secondary training in Emergency Communications is an asset.
- Current certification in Standard First Aid and CPR Level C is an asset.



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Experience

- Knowledge of computer databases and software programs.
- Experience in fire operations, public safety/health, emergency management, customer service, and call centre operation are an asset.
- Experience as a Special Constable is an asset.

Languages

- Fluent in English and Cree.
- Fluent in French is an asset.

Knowledge and Abilities

- Good knowledge of Cree communities, services, and knowledge of the Cree Culture.
- Ability to listen and speak to people in some state of distress.
- Strong communication and interpersonal skills.
- Ability to demonstrate sound and rapid decision making under stressful conditions.
- Strong organizational skills and ability to coordinate multiple tasks in a stressful environment.
- Proven ability to be discreet and maintain confidentiality.
- Strong attention to detail and accuracy.
- Demonstrated ability to work under pressure and to adapt to a changing environment.

Additional Requirements

- Typical office setting where there are no unusual physical demands.
- Requires flexible hours, rotational work shift is required.
- Willingness to follow adequate training.
- Must undergo a background check.

The Cree Nation Government may, at its discretion, waive any or all of the aforementioned requirements if a suitable candidate who is a JBNQA beneficiary accepts to follow a training plan determined by the Cree Nation Government as a condition of employment.

Application Period

From September 10, 2021 to September 27, 2021

Application

Your application must be sent by email or fax with the competition number: **EEPF-210905-1**

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