



New Westminister Police Department

Communications Operator

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| DEPARTMENT: | <i>Communications Support Centre</i> | STATUS: | <i>Full-time</i> |
| NO. OF POSITIONS: | <i>One</i> | UNION: | <i>CUPE Local 387</i> |
| HOURS OF WORK: | <i>35 hours per week (Monday to Friday 8:00am – 4:00pm)</i> | SALARY: | <i>\$52,121 - \$61,252 per year plus benefits</i> |
| CAREER PORTAL: | https://www.nwpolice.org/join-nwpc/civilian/ | | |

As the Communications Operator at the New Westminister Police Department (NWPD), you will join this newly created team and help us deliver non-emergency police incident reporting services to ensure our community receives the policing services it needs.

The NWPD is a mid-sized police department, with over 200 employees. We are committed to having a professional, diverse, inclusive, healthy and supportive workplace that promotes employee equity, wellness and fulfillment. We are a team of hard-working, friendly people who are focused on doing really good work and serving our community.

What you'll create and do

As the Communications Operator, you will be responsible for delivering our new non-emergency service operations within our new Communications Support Centre. You will work as part of the team, engaged in non-emergency police incident reporting and general reception related services. You will have a Supervisor available who will provide guidance, support and work alongside you when needed. Responsibilities include but are not limited to:

- Respond to telephone calls, public service counter walk-in and online reports of non-emergency incidents from members of the public; determine if the report is a police matter or not, refer non-police matters to appropriate resources.
- Interview the complainant, obtain details on the incident, review standard operating procedures and enter incident details in the CAD system.
- Use CPIC and PRIME to conduct inquiries about the status of persons, vehicles or other matters related to a report.
- Determine the nature and priority of the police response required, transmit the incident to the Dispatcher.
- Provide information to the public on services available in the City such as social services, bylaws, and animal control.
- Respond to general inquiries from the public and perform switchboard operation.

What you'll bring to this role

You will have experience and success in many of the following areas:

- You have considerable experience as a Communications Operator, delivering non-emergency police incident report call-taking and services.
- You support and promote a diverse, inclusive, healthy and engaging workplace.
- You are a motivated, compassionate and empathetic person with a genuine desire to help others and help us keep our community safe.
- You have excellent communication skills, including the ability to interpret and explain law, rules and regulations to the public.
- You have the ability to listen and discern what information is significant, obtain all relevant details on complaints, and communicate with accuracy for those incidents requiring police response and are able to advise the public of action to be taken.



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- You have a demonstrated ability to act calmly and effectively in challenging situations; as well as deal tactfully, compassionately and effectively with the public and to determine the facts of an incident from distraught, excited or intoxicated persons, or those with language barriers.
- You can make sound decisions regarding police responsibility and actions.
- You have considerable knowledge of the Criminal Code of Canada, the Motor Vehicle Act and other appropriate bylaws and regulations; as well as knowledge of other agencies or services available.
- You have the ability to work alongside of your team members and establish and maintain effective working relationships with a variety of people.
- You have sound knowledge of the methods and procedures used in the operation of police telephone, CAD, CPIC, PRIME/RMS and related equipment.
- You have thorough knowledge of police department units and functions.
- You have knowledge of the streets and major commercial, industrial and residential areas in the City.
- You have the ability to operate computer systems with speed and accuracy.
- You are able to obtain and maintain a security clearance.

What we can offer you

- A career that is challenging and exciting, where your experiences will be different every single day.
- Competitive salary, municipal pension plan, vacation, earned time off programs, learning and development reimbursement, maternity leave top up to 17 weeks at 95%, sick leave plan, comprehensive extended health and dental benefits, access to an onsite fitness facility, transit subsidy, and an employee & family assistance program.
- Supportive leaders and co-workers who care about you and your family's health and wellness.
- Centrally located in the lower mainland of British Columbia.
- A work environment that gives you the ability to connect one-on-one with our police officers, co-workers and senior leadership team.

Together we will

Work professionally and collaboratively to achieve our goals. We will support you in your role as you work to strengthen community engagement and exemplify our values by serving everyone in our community with integrity, excellence and compassion. If you find meaning in purpose-led work, and want to make a difference in our community, we invite you to apply this opportunity.

To apply for this position please visit our career portal at <https://www.nwpolice.org/join-nwpc/civilian/>

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land. We are learning and building relationships with the people whose lands we are on. We thank all applicants for their interest and advise that only those selected for an interview will be contacted. This position is only open to those legally entitled to work in Canada.