



**External Postings**  
**Spare Dispatch (guaranteed 20 hours/month)**  
**Casual Dispatch (on call as needed)**

Posting Date: Thursday August 8, 2019  
Closing Date: Thursday August 22, 2019 at 4:00 pm

The Town of Truro will receive applications for a **Casual Dispatch** position for the **Police, Fire, Public Work, and Parks, Recreation & Culture Department**. Positions are both a spare dispatch, with a guarantee of twenty (20) hours per month, and a casual dispatch, to be on-call as needed. Both positions are non-union and subject to the Town of Truro's Non-Union Personnel Policy.

**Nature of the position:**

The Town of Truro Dispatcher is responsible for the operational and administrative control of the Dispatch desk. This position involves receiving emergency 911 and non-emergency requests for Police/Fire/Public Works/ Parks, Recreation and Culture, determining the nature and urgency of calls, initiating personnel action and maintaining close contact with field units to monitor response and needed support requirements. The Town of Truro Dispatch requires rotating shifts (including nights, weekends and holidays) while maintaining a fully operational 24-hour service.

Qualifications and Requirements:

- Completion of High School or equivalent;
- Excellent computer skills with an ability to type a minimum of 30 words per minute (wpm);
- Must have the ability to complete and pass the CPIC course and PROS course;
- Required to obtain a security level of Enhanced Reliability;
- Experience working with a two way radio system;
- Knowledge of the Town of Truro boundaries and Police procedures, an asset;
- Knowledge of Occupational Health and Safety Act and the provisions that apply to this work;
- Excellent inter-personal skills;
- Excellent organizational and time management skills; excellent communication skills, both oral and written;
- Well developed listening skills;
- Ability to work effectively with a variety of people;
- Possess problem solving ability; demonstrate sound work ethics; be self directing; have the ability to prioritize and multi-task;
- Ability to work under pressure, and have flexibility to respond to administrative requirements; possess concentration for detail;

Working Conditions and Physical Environment:

- Office environment;
- Potential exposure to crisis, emergency or difficult situations;
- Requirement to exercise discretion when exposed to confidential information;
- Willingness and/or ability to work rotating shifts; including nights, holidays and weekends to cover 24 hour dispatch service;

Application Provisions:

Interested applicants must submit a resume with a concise covering letter highlighting relevant qualifications and experience. Competition number must be clearly indicated on the envelope and covering letter. Only applicants selected for an interview will be contacted.

**Start Date:** Immediately

**Salary:** In accordance with the Town of Truro approved salary range for Dispatch

**Closing Date for Applications:** Thursday August 22, 2019 at 4:00 pm

**Forward applications to:** Tammy Hamlin, Human Resource Officer  
Town of Truro  
695 Prince Street  
Truro, NS B2N 1G5  
Email: [jobs@truro.ca](mailto:jobs@truro.ca)

***The Town of Truro is an Equal Opportunity Employer with an Affirmative Action Policy.***