



**External Posting  
Casual Dispatch  
TRURO POLICE SERVICE  
Competition #: TPSD0523**

Posting Date: Thursday March 7, 2024  
Closing Date: Thursday March 21, 2024 at 4:00 pm

The Town of Truro is accepting applications for casual dispatch positions for the Police, Fire, Public Work, and Parks, Recreation & Culture Department. These positions are casual in nature, with no guaranteed hours. **Training will be provided and paid for by the Town of Truro if required.** Positions are non-union and subject to the Town of Truro's Non-Union Personnel Policy. Positions will be located in the Truro Police Service building at 776 Prince Street, Truro, NS.

**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  
**Successful candidates must be available for training April 29 – May 3, 2024**

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

**Closing Date for Applications:** Thursday March 21, 2024 at 4:00 pm

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

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