



## Employment Opportunity

### 911 Telecommunicator – Casual Position(s)

Posted July 6<sup>th</sup>, 2023

Closing date August 3<sup>rd</sup>, 2023 at 16:30 hrs

Bonnyville Regional Fire Authority has continued to grow and evolve over the years encompassing the emergency service divisions of fire, emergency medical services, and dispatch services. BRFA continues to meet and exceed the industry standards of the dispatch services by utilizing innovative technologies. As the organization continues to move towards the launch of the new NG911 dispatching system, the dispatch centre is looking for ambitious and enthusiastic team members.

**Do you have a powerful desire to make a difference in your community and lives of others?**

**Do you enjoy a fast paced, dynamic environment?**

If this fits your lifestyle, apply now at Bonnyville Regional Fire Authority and join our team for a rewarding career in Emergency Dispatch services.

#### About Us:

BRFA offers a supportive team environment that values a collaborative, respectful and enjoyable workplace which promotes both personal and professional growth. The organization is focused on the well-being of their employees by developing and fostering sustainable mental health practices for long and healthy careers for the first responders. Our dedicated team works with a diverse group of stakeholders to deliver a wide range of services aimed at meeting the emergency needs of urban & rural residents and heavy industry within the region.

#### Core Duties and Responsibilities:

- Answer emergency and non-emergency calls from the public
- Answer and coordinate support for partnered municipality Community Peace Officers
- Obtain pertinent information from callers
- Document and maintain records
- Coordinate resources with both internal and external agencies

#### Skills:

- Communication Skills
- Problem Solving Skills
- Multitasking
- Customer Service Skills
- Adaptability

#### Certifications, Licenses and/or Designations:

- IAED Emergency Fire Dispatch Certification
- Level C CPR
- Standard First Aid Certificate
- Grade 12

#### Hours of Work:

- 12-hour shifts that are both day and night shifts

**Wages:** Range from \$21.00 to \$32.88/ HR based on experience.

Interested applicants are invited to submit their résumé and cover letter to:

**Mail:** Bonnyville Regional Fire Authority  
Box 6827  
Bonnyville, Alberta T9N 2H3  
ATTN: 911 Telecommunicator Competition #01-0607-01

**Email:** info@brfa.ca

Subject: 911 Telecommunicator Competition #01-0607-01

**PLEASE NOTE:** All applicants must be legally entitled to live and work in Canada, and only those selected for interview will be contacted.