



Position: Communications Officer, Special Constable Unit

Competition Number: 2020-IN-EN-52776534-02

Competition posting date: 2020.02.26

Competition closing date: 2020.03.11

Transportation Services Department, Transit Operations Service, Special Constable Branch

Multiple Full-time Continuous and Temporary Positions - 40 hours/week

Affiliation: CUPE 5500

Salary: \$28.586 to \$33.628 per hour (2019 rates of pay)

Location: 1500 St. Laurent

*NOTE: Applications / resumes received will be used to staff current and on-going requirements until December 31, 2020.

Category: Current Opportunities

Employment Group: Transportation

Job Summary

Answers to calls for service from the Public, OC Transpo resources, and Emergency services relating to safety, security and law enforcement issues and facilitates the response of internal/external resources. In accordance with prescribed deployment plans, policies, procedures, will initiate contact with City emergency services such as Fire, Police, and Paramedics. Provides support to responding units through situational awareness, coordination and communication. The incumbent monitors Unit equipment including telephones, emergency phones, alarm systems, radios and performs digital search and investigation using CCTV cameras. Administers faregate control and issues severity notifications during faregate failures and ticket vending machine malfunctions.

Education & Experience

Completion of a recognized two (2) year Community College public safety related Diploma or Certification. (Police/Fire/Paramedic/ Communications); or a suitable combination of education and extensive experience may be acceptable.

A minimum of two (2) years experience in a transit, emergency services, or a call-centre environment, using computer, communication and CCVR technology.

*Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements.

Language, Certificates & Licenses

Proof of valid Standard First Aid Certificate and valid CPR-Level C

The successful candidate will be required to complete a Criminal Record Check to the City of Ottawa's satisfaction.

Various language requirements:

English or Bilingual competencies

English oral, reading, writing required



French oral, reading, writing required

Knowledge

- Understanding of the role of the Special Constables role, the mission, vision and values and how the job fits with the overall direction of the organization
- Working knowledge of the Criminal Code of Canada, related Federal and Provincial Statutes, and the Transit by-law
- Some knowledge of City/Branch/Division policies and procedures affecting Transit Special Constable Services Operations and Communications role including standard operating procedures and emergency standing orders and control centre procedures.
- Some knowledge of radio communications protocol, and emergency response techniques
- Knowledge of applicable health and safety legislation, including the rights and duties of workers

Competencies & Skills

- Self-motivated, and able to work independently, with minimal direction, and collaboratively with peers and managers as part of a team
- Capable of dealing with difficult or confrontational behaviours
- Able to work well under pressure
- Able to set/adapt priorities based on a sense of urgency and importance
- Possess effective listening skills
- Able to communicate clearly and professionally and to ensure the accuracy of information received and conveyed
- Possess strong data entry and keyboarding skills.
- Possess computer literacy in MS Office Suite in a Windows environment, including use of Ozone and the Internet
- Able to use portable corporate communications technologies, such as 2-way radio, etc.
- Able to exercise sound judgement and to make authoritative decisions during emergencies, distress or stressful situations, where time may not permit soliciting advice from more senior staff
- Possess analytical and problem solving skills
- Possess strong conflict/dispute/crisis resolution skills
- Able to build and maintain relationships within the first responder community, with stakeholders and other agencies
- Able to demonstrate sensitivity to the needs of all people and cultures
- Possess excellent interpersonal, and report writing skills

If you are currently logged onto the City network, a copy of the current job description is available by clicking here. If you are not logged onto the City network, a copy of the current job description is available by clicking here, or by contacting the HR Service Centre at 613-580-2424, extension 47411.

If this opportunity matches your interest and profile, please apply online by using the "Apply" button. If this is your first online application, please refer to resources on how to apply for jobs online. If you are having issues applying online, please contact the HR Service Centre at 613-580-2424, extension 47411.

We thank all candidates for their interest, however, only those selected to continue in the selection process will be contacted.

The City of Ottawa promotes the principles of diversity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. We encourage applications from women, Aboriginal peoples and persons of all races, ethnic origins, religions, abilities, sexual orientations, and gender identities and expressions. The City of Ottawa provides accommodation during all parts of the hiring process,



upon request, to applicants with disabilities. If contacted to proceed to the selection process, please advise us if you require any accommodation.

Accessible formats and communication supports are available upon request. Please contact the HR Service Centre at 613-580-2424, extension 47411.