



# BRANTFORD POLICE SERVICE

## CIVILIAN POSITION

**Job Posting: Communicator**

**Posting Type: External**

**Posting date: September 3, 2025**

**Closing date: September 17, 2025**

The Brantford Police Service is currently accepting applications for two (2) Communicators in the Communications Unit.

Candidates must have a secondary school diploma, minimum keyboarding speed of 45 w.p.m., excellent oral and written communications skills and be computer literate in word processing. This position requires candidates to have excellent multi-tasking abilities and to consistently make sound decisions during challenging and dynamic situations. Previous dispatching or switchboard experience preferred.

This is a full-time, 12-hour rotating shift position, both day and night shifts which includes weekends and holidays and a maximum of 40 hours of work per week. The current starting hourly rate of this position is \$34.77 with a comprehensive benefit package.

### **PURPOSE OF POSITION**

Under the direction of the Communications Manager, the incumbent will provide an effective and efficient link between the public and the police through professional communications.

Shall, in the performance of duties, respect and protect human dignity and maintain and uphold the human rights of all persons.

### **SUMMARY OF DUTIES AND RESPONSIBILITIES**

- Attend mandatory training and undergo proficiency testing as deemed appropriate
- Receive telephone requests for service from the public and upon obtaining sufficient detailed information, prioritize the call for service and forward same to the appropriate police field unit (s) or other agency by C.A.D. and/or voice radio transmission or telephone according to policy and procedure
- Dispatch and monitor officers and maintain contact for officer safety
- Monitor police units using GPS information systems
- Monitor audio and video systems as per Policy and Procedure
- Function as a switchboard/C.P.I.C. operator, answering the administration telephone lines and querying C.P.I.C. on behalf of non-MDT units
- Maintain RMS and C.P.I.C. and other information systems as necessary
- Be accountable to supervisors for the duties described
- Perform additional duties as required

NOTE: The duties listed are not set forth for the purpose of limiting the assignment of work. They are not to be construed as a complete list of the many duties to be performed under the position title or those to be performed temporarily outside an employee's normal line of work.

### **Knowledge**

- An understanding of the organizational structure, Routine Orders, Policy and Procedures, practices within the Service as it pertains to duties performed
- Working knowledge of standard office and communications software
- Working knowledge of data entry

### *Desirable Courses*

- CPIC Operator Course - Entry Level
- CPIC Operator Course - Advanced Level
- Communications Training

### **Skills**

- Excellent oral and written communication skills
- Computer literate in word processing
- Proficient in keyboarding skills.

### **Abilities**

- Ability to exercise good judgement and make good decisions
- Ability to adhere to policies and take direction from a supervisor
- Ability to observe, retain and prepare clear, concise, and accurate reports and operate communications and general office equipment
- Ability to communicate professionally and effectively with people at all levels of comprehension and to handle the public with courtesy and authority
- Must be capable of handling multi-tasks, produce work under strict and definitive deadlines
- All other qualifications the position justifies

Interested applicants are invited to complete the [Brantford Police Service Application Form](https://brantfordpoliceservice.bamboohr.com/careers/207). Once completed, please click on link below to upload the application with a resume/cover letter no later than **Wednesday, September 17, 2025, at 4:00 pm**.

<https://brantfordpoliceservice.bamboohr.com/careers/207> (Apply to this Job)

**Personal information submitted will be used only for the purposes of this competition in accordance with the Freedom of Information and Privacy Act. The Brantford Police Service invites and encourages applications from all qualified individuals, including from groups that are traditionally under-represented in employment who may contribute to further diversification of our Service.**