



**TOWN OF GANDER**  
**Dispatcher (2 positions)**  
**Permanent part-time (58 hours bi-weekly)**  
**Temporary part-time and/or casual**  
**Competition # TOG2021-017**

The Town of Gander is currently accepting applications for a permanent part-time Dispatcher and as well as a temporary part-time and/or casual Dispatchers with Fire & Emergency Services Department.

**POSITION OVERVIEW**

The Dispatcher is the first point of contact for incoming emergency calls related to fire, motor vehicle or other accidents/incidents within the Town of Gander. In operating and monitoring radio, telephone and computer software/equipment this position directs the necessary response for a variety of situations. This position also records and monitors the activities of the Municipal Enforcement Officers to enable appropriate response in an emergency. Working in a fast-paced environment, the dispatcher gathers and records accurate essential information from callers to ensure proper response.

**DUTIES & RESPONSIBILITIES**

Always uphold a strict standard of privacy and confidentiality; Questions callers to determine their location and the nature of their problem to determine type of response needed; Receive and respond or initiates appropriate action for all incoming telephone, radio or alarm system calls regarding emergency and non-emergency fire service, municipal enforcement, information and after-hours calls for departments within the Town of Gander; Determine response requirements and relative priorities of situations, and dispatch units in accordance with established procedures/guidelines; Maintain contact with all firefighting units, and/or municipal enforcement units on emergency scenes by radio, telephone or cellular; Monitor and ensure check-in procedure is followed for those employees working alone; Records details of all calls, dispatches and messages in a call log program; Monitor alarm systems to detect emergencies such as fires as well as illegal entry into town facilities; Relay information and messages to and from emergency sites, to municipal enforcement officers, and to all other individuals or groups requiring notification; Dispatch external assistance, including transportation requests, utility companies, tow trucks etc.; Must be familiar with all Policies, Operational Guidelines and any other information concerning operations; Maintain files of information relating to emergency calls such as personnel rosters, and emergency call-out files. Maintain call records; Read and effectively interpret small-scale maps and information from a computer screen to determine locations and provide directions; Test communications and alarm systems, and report malfunctions to appropriate personnel; Perform routine clerical work and prepare a shift report; Perform other related duties as assigned.

**WORKING CONDITIONS**

Stressful environment handling emergency and non-emergency calls; Office setting with prolonged sitting; Shift work including long shifts and overtime as required; 7 day/24-hour operation including holidays; Lifting or moving up to 50lbs may be required.

**REQUIRED QUALIFICATIONS**

High school diploma or GED; Experience using a multi-frequency two-way radio, multi-line telephone system and alarm systems; Working knowledge and experience of Microsoft Office programs (Word, Excel); Minimum of 45 wpm; Standard 1<sup>st</sup> Aid with AED certification; Previous emergency communication work experience as well as the knowledge of Public Fire Protection and Emergency Services NFPA 1001 Level 1 would be an asset; Crisis intervention, stress management, call-taking techniques and communication course would also be considered an asset; Must be familiar with local geography; Must obtain a medical clearance as well as a certificate of conduct; Must be able to work well under pressure in a highly stressful environment while remaining calm and professional at all times; Excellent oral and written communication skills with the ability to communicate in a clear and concise manner; Very organized, with excellent multi-tasking and problem-solving skills; Strong attention to detail with the ability to be flexible while prioritizing workload; Excellent interpersonal and customer service skills; Strong work ethic and positive team attitude

**SALARY:** \$21.22/ hour; 58 hours bi-weekly

Interested and qualified applicants are invited to submit their resume and cover letter on or before  
Sunday, November 21, 2021 to the attention of:

**Human Resources**  
Town of Gander  
100 Elizabeth Drive  
Gander, NL, A1V 1G7

Email: [humanresources@gandercanada.com](mailto:humanresources@gandercanada.com)

Please note: The Town of Gander appreciates all applicants for their interest, however, only individuals selected for interviews will be contacted.