



Position Title: Communications Technician  
Supervisor: Deputy Chief  
Updated: March 2021

### I. Position Summary

This position is responsible for communications and administrative support. This is a 24/7 operation and is the first point of contact with our police service.

### II. General Responsibilities

This position provides telephone and counter service for all members of the public, whether contacting the office for an emergency or a general inquiry. This position also is the first point of contact for any agency seeking assistance.

A major component of the duties for this position is the dispatching of on-duty patrol staff – it is the key connection for all on-duty police officers, providing a necessary safety link for members and the community. Duties also include documenting, recording, and inputting all aspects of each contact with the public. Accuracy of entries in the records management program is essential to start the operational file.

The operational support required by this position is to prepare the necessary documentation that will ultimately be transmitted to the prosecutor's office – again, a priority is placed on accuracy and efficiency.

### III. Supervisory Responsibilities

n/a

### IV. Financial Resources Responsibilities

n/a

### V. Technical Resource Responsibilities

Candidates must be comfortable with many different computer applications including CPIC, PROS, JEIN, as well as computerized video monitoring systems for several different areas within the Town of Bridgewater.



VI Qualifications

A minimum of a high school diploma is required. Post-secondary education is preferred and considered an asset. Experience in policing or emergency services or a dispatch environment is preferred.

This position requires the ability to project professionalism and courtesy in interactions with the general public that can often be high stress and challenging.

This position requires self-motivated individuals who are diligent with significant attention to detail and work experience commensurate with that expectation. This position also requires the ability to be well organized and able to multi-task in an exceptionally stressful and often fast-paced environment.

Security clearance is mandatory, including Criminal Record Check and Vulnerable Sector Check.

VII Hours of Work

As scheduled, in accordance with the Collective Agreement. Candidates should be prepared to work 12-hour shifts, nights, weekends, holidays, etc. There is an on-call component as well.

VIII Base of Operation

The position will be based out of the Bridgewater Police Service facility on Exhibition Drive.

Approve	
Title	Date
Signature of Incumbent	
Date	