

**STRATFORD POLICE SERVICE
JOB POSTING
911 CALL TAKER/DISPATCHER**

Department: Communications Centre
Status: Part-Time
Hours: Shift work, including days, afternoons, nights, weekends, holidays
Location: Stratford Police Service HQ, 17 George Street, West, Stratford, Ontario
Salary: \$30.08 to \$42.58 per hour

Position Summary

We are seeking professional, calm, and customer-focused individuals to join our Communications Centre as a **911 Call Taker/Dispatcher**. Call Taker/Dispatchers are the first point of contact for the public during emergencies and play a critical role in ensuring the safety of our community.

The successful candidate will receive and process emergency and non-emergency calls, assess situations quickly, obtain critical information, and dispatch police or other emergency services as required. This position requires excellent communication skills, sound judgment, multitasking abilities, and the capacity to remain composed under pressure.

Required

- High school diploma or equivalent.
- Excellent verbal and written communication skills.
- Strong keyboarding and computer skills.
- Ability to multitask and make decisions in a fast-paced environment.
- Demonstrated ability to work under pressure while maintaining accuracy.
- Availability to work rotating shifts, including weekends, nights, and statutory holidays.
- Successful completion of background and psychological testing.

Preferred

- Previous experience in emergency communications, dispatching, customer service, call centre operations, or public safety environments.
- Knowledge of radio communications and computer-aided dispatch systems.
- Emergency telecommunications or public safety communications training.

Skills and Competencies

- Critical thinking and problem-solving
- Attention to detail
- Emotional resilience
- Active listening
- Teamwork and collaboration
- Situational awareness
- Time management
- Professionalism and confidentiality

Working Conditions

This position operates in a 24/7 communications environment. Employees must be able to sit for extended periods, work with multiple computer monitors and communication systems, and manage exposure to stressful or traumatic situations.

Application Process

Interested candidates are invited to submit a resume and cover letter outlining their qualifications and interest in the position in person, via letter mail or email.

Apply To: Stratford Police Service
17 George Street, West
STRATFORD, ON N5A 1A6

ATTENTION: Chief of Police

recruitment@stratfordpolice.com

The Stratford Police Service is committed to creating a diverse and inclusive workplace and welcomes applications from all qualified individuals. Only those selected to move on in the process will be contacted.

Paul Landers
Chief of Police