



NELSON POLICE DEPARTMENT

CASUAL DISPATCH POSITION

JOB DESCRIPTION AND RESPONSIBILITIES

- ▶ 911/EMERGENCY AND NON - EMERGENCY CALL TAKING
- ▶ POLICE DISPATCHING
- ▶ FRONT COUNTER
- ▶ CELL BLOCK GUARD

APPLICATION PROCESS

- ▶ SUBMIT RESUME
- ▶ ATTEND INFORMATION SESSION
- ▶ STRUCTURED BOARD INTERVIEW
- ▶ SECURITY CLEARANCE AND BACKGROUND CHECK

SHIFTWORK AND WORKPLACE CONDITIONS

- ▶ HOURS OF OPERATION ARE 24 HOURS A DAY, EVERY DAY, INCLUDING ALL HOLIDAYS
- ▶ 12 HOUR SHIFTS (SOME 10 HOUR SHIFTS MAY BE AVAILABLE)
- ▶ ONCE TRAINING IS COMPLETE YOU WILL BE WORKING ALONE
- ▶ BREAKS ARE TAKEN WHEN TIME PERMITS BUT ARE OFTEN INTERRUPTED BY YOUR RESPONSIBILITIES WHEN YOU ARE WORKING ALONE
- ▶ YOU MUST BE WITHIN CLOSE PROXIMITY TO THE PHONES AND RADIO AT ALL TIMES DURING YOUR SHIFT
- ▶ YOU WILL BE UNABLE TO LEAVE THE BUILDING IF WORKING ALONE

SUCCESSFUL APPLICANTS - TRAINING

- ▶ THERE WILL BE A COMBINATION OF ADMINISTRATIVE AND OPERATIONAL TRAINING (BOTH ON AND OFF THE DISPATCH FLOOR). INITIAL TRAINING IS ALL IN-HOUSE AT NPD. ONCE TRAINED YOU MAY BE REQUIRED TO TRAVEL FOR FURTHER SPECIALIZED TRAINING.
- ▶ YOUR TRAINING COMMENCES WITH AN ORIENTATION WHERE YOU WILL BE INTRODUCED TO OUR ENTIRE STAFF, GIVEN A BUILDING TOUR AND GO ON A RIDE ALONG WITH A CONSTABLE FOR GEOGRAPHICAL/JURISDICTIONAL BOUNDARY FAMILIARIZATION.

ATTITUDE AND APTITUDE

- ▶ THIS JOB IS NOT FOR EVERYONE FOR A MULTITUDE OF REASONS
- ▶ NORMALLY, NO ONE CALLS 911 OR THE POLICE IF THEY ARE HAVING A GOOD DAY. YOU WILL HEAR THINGS AND HANDLE MATTERS THAT ARE TRULY AWFUL AND SOMETIMES UNIMAGINABLE. YOU WILL NEED TO PUT YOUR OWN DISCOMFORT ASIDE, AND HOLD YOUR COMPOSURE THROUGH IT AND MOST LIKELY UNTIL THE NEXT SHIFT ARRIVES.
- ▶ MULTITASKING AND THE ABILITY TO PRIORITIZE MANY URGENT TASKS SIMULTANEOUSLY IS A REQUIREMENT. FOR THE MOST PART YOU WILL BE WORKING ALONE AND DURING PEAK PERIODS YOU MAY HAVE TO HANDLE 911 CALLS, NON EMERGENCY CALLS, FRONT COUNTER REQUESTS, DISPATCH STATUS KEEPING, CELL BLOCK GUARDING AND OTHER OPERATIONAL AND ADMINISTRATIVE TASKS EFFICIENTLY.

WHAT YOU CAN DO TO PREPARE

- ▶ DISCUSS WITH THE PEOPLE IN YOUR LIFE YOU ARE CLOSEST TO. THEY WILL HAVE TO BE ON BOARD WITH THIS CAREER CHOICE DUE TO THE PHYSICAL AND EMOTIONAL CHALLENGES. THEY MAY ALSO HAVE SOME POINTS FOR YOU TO PONDER THAT YOU HADN'T CONSIDERED.
- ▶ IF YOU'VE NEVER WORKED SHIFT WORK THEN TRY STAYING UP ALL NIGHT AND SET A TIMELINE OF TASKS THAT REQUIRE COGNITIVE ABILITY. WILL YOU BE ABLE TO SLEEP DURING THE DAY?
- ▶ YOU WILL BE REQUIRED TO HEAR MORE THAN ONE CONVERSATION AT A TIME. CAN YOU HAVE A CONVERSATION WITH SOMEONE AND STILL UNDERSTAND WHAT'S BEING SAID ON THE TV OR RADIO?

- ▶ WE ARE MORE THAN HAPPY TO ANSWER ANY ADDITIONAL QUESTIONS YOU MAY HAVE. IF YOU THINK OF THEM AFTER THE INFORMATION SESSION THEN DON'T HESITATE TO REACH OUT TO US BY EMAIL AND WE WILL EMAIL BACK OR PHONE YOU IF THAT'S WHAT YOU PREFER.
- ▶ DISPATCH 250-354-3919, OPTION 3
- ▶ DISPATCH@NELSONPOLICE.CA OR ADMINISTRATION@NELSONPOLICE.CA

THANK YOU

