



Job Ad

Organization:	Ministry of Health and Long-Term Care
Division:	Emergency Health Services Branch
Position Title:	AMBULANCE COMMUNICATIONS OFFICER
Job Term:	1 Permanent
Location:	435 James Street S., Thunder Bay, P7E 6S7, North Region
Compensation Group:	Ontario Public Service Employees Union
Salary:	\$27.01 - \$32.06 per hour*
Posting Status:	Open
Job Code:	16710 - Ambulance Communications Officer 1
Schedule:	4.7
Category:	Health and Social Services
Job ID:	35968

A challenging opportunity exists in a central ambulance communications centre in Thunder Bay. This is a permanent opportunity for a dedicated individual to work rotating shifts in a 24/7 environment.

You will:

- process 9-1-1 emergency and non-emergency requests for ambulance service
- direct ambulance movements
- provide pre-arrival instructions
- communicate with individuals under stress
- operate complex computer-aided telecommunications equipment

What we are looking for:

Mandatory requirements:

- proficiency in English and advanced level oral French
- typing at 35 w.p.m. with 90% accuracy

Multi-tasking and organizational skills:

- proven multi-tasking skills and the ability to coordinate a variety of activities
- demonstrated organizational and memory recall skills
- ability to maintain control under pressure and use professional judgment

Analytical and problem solving skills:

- strong critical thinking, decision making and problem solving skills
- ability to interpret and apply policies, procedures and information

People skills:

- proven ability to handle situations in a professional manner
- demonstrated leadership and customer service skills
- strong interpersonal and communication skills

Other skills:

- proficient in computer software and computer based telecommunications applications
- understanding of spatial concepts and can read maps, calculate time, distance and movement

Job offer conditional upon: satisfactory criminal record check; valid standard first-aid and targeted responder CPR certificate, successful completion of computer-based training followed by Ambulance Communications Officer provincial certification, Restricted Radio Operator certification, and successful

completion of on-the-job training.

Posting Date: Wednesday, April 13, 2011

Closing Date: Friday, April 29, 2011 11:59 pm EST

How to apply:

1. You must **apply online**.
2. You must show how you meet what we are looking for clearly, completely and concisely. We rely on the information you provide to us.
3. Read the **job specification** to make sure you understand this job.
4. OPS employees are required to quote their WIN EMPLOYEE ID number when applying.
5. If you require a disability related accommodation in order to participate in the recruitment process, please **Contact Us** to provide your contact information. Recruitment Services staff will contact you within 48 hours.

Remember: The deadline to apply is Friday, April 29, 2011 11:59 pm EST.
Late applications will not be accepted.

Note: We thank you for your interest; however, we will contact you only if we choose you for further screening or an interview.

N-HL-35968/11

**The Ontario Public Service is an equal opportunity employer.
We will accommodate your needs under the Ontario Human Rights Code.**

*Indicates the salary listed as per the OPSEU Collective Agreement.