



## Job Ad

<b>Organization:</b>	Ministry of Health and Long-Term Care
<b>Division:</b>	Emergency Health Services Branch
<b>Position Title:</b>	AMBULANCE COMMUNICATIONS OFFICER
<b>Job Term:</b>	1 Permanent
<b>Location:</b>	435 James Street S., Thunder Bay, P7E 6S7, North Region
<b>Compensation Group:</b>	Ontario Public Service Employees Union
<b>Salary:</b>	\$27.01 - \$32.06 per hour*
<b>Posting Status:</b>	Open Targeted
<b>Job Code:</b>	16710 - Ambulance Communications Officer 1
<b>Schedule:</b>	4.7
<b>Category:</b>	Health and Social Services
<b>Job ID:</b>	37764

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:** Tuesday, July 5, 2011

**Closing Date:** Tuesday, July 19, 2011 11:59 pm EDT

**How to apply:**

1. You must apply online by visiting [www.ontario.ca/careers](http://www.ontario.ca/careers). You must enter the job id number in the Job ID search field to locate the job ad.
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 Tuesday, July 19, 2011 11:59 pm EDT.  
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-37764/11

**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.