



## Dispatch Communications Officer

### ABOUT THE TOWN OF NEW GLASGOW

The Town of New Glasgow, nestled along the scenic riverside of Northern Nova Scotia, stands as a vibrant and pivotal commercial center for Pictou County. Here at the Town of New Glasgow, we take pride in our dynamic and flourishing financial and professional sectors, upholding a longstanding tradition of excellence that permeates entrepreneurship, education, social leadership, athletics, entertainment, and all levels of government. Our town is a testament to history, adorned with architectural gems that narrate the past, but we are also committed to moving forward and continuously expanding our offerings to enrich the lives of our residents and visitors alike. New Glasgow presents an ever-growing array of amenities, including vibrant arts and culture centers, a diverse selection of restaurants and entertainment venues, and an abundance of lush parks and trails. These facets converge to cultivate a thriving community and bolster our local economy.

### THIS MOMENT, THIS POSITION

The Town of New Glasgow is excited to announce an opening for the role of Dispatch Communications Officer. This position is responsible for dispatch services provided through the New Glasgow Regional Police Service, along with other duties as assigned by the Chief of Police or their delegate. As a Communications Officer, you will be responsible for providing coverage to the public at the reception area of the New Glasgow Regional Police Service and addressing concerns from walk-in clients. Answering incoming telephone calls in a professional and courteous manner, determining the nature of the call, and relaying information to the appropriate staff promptly and efficiently. Additional duties include, but are not limited to:

- Coordinates radio communication between multiple police agencies.
- Utilizes various records management and police-related information systems, including PROS, CPIC, PIRS, JEIN, ACIIS, and INFOPOL, to support Police Service operations; which includes the data entry of files and tickets.
- Ensures timely and accurate entries into the Canadian Police Information Centre (CPIC) system, while following established policies and procedures.
- Responds promptly to all alarm notifications, adhering to prescribed procedures; in addition to recording alarm calls in the records management system (PROS).
- Conducts criminal record checks as directed.
- Monitors Persons in Custody through physical checks and CCTV throughout the shift, following Standard Operating Procedures (SOP) for Persons in Custody care and handling.
- Assists in preparing Motor Vehicle Accident Reports by collecting necessary information for accurate completion of forms and records incidents in the records management system.
- Receives telephone calls requesting fire department responses or services and promptly relays the information to the appropriate fire department(s) via radio or telephone paging. Ensures



emergency calls are transmitted quickly to provide efficient service. Conducts daily pager tests for fire departments and utilizes the designated emergency responder reply system as needed.

- Other duties and special projects as assigned.

## **THE IDEAL CANDIDATE**

As a Communications Officer, you will be able to provide ownership to all required duties and tasks in a professional, confidential, unbiased, positive and professional manner and in accordance with Standard Operational Procedures of the Nova Scotia Department of Justice as well as the rules and regulations of the New Glasgow Regional Police Service. As a condition of employment, the successful candidate must be willing to sign a confidentiality agreement.

## **JOB QUALIFICATIONS AND SKILLS**

- Proficient in the use of computers, telephones, photocopier, printer, radio communication equipment and other office equipment
- Excellent communication skills (written, oral, listening, and oral presentation)
- Excellent organizational and time management skills
- Ability to correctly interpret departmental policy rules and regulations
- Ability to use several computer software programs (including spreadsheet, word processing, internet, and police-specific programs, etc.)
- Excellent problem-solving skills
- Ability to multi-task and work in a fast-paced environment
- Ability to work with normal and little supervision
- Attend and pass training courses required and associated to the job
- Able to adhere to a shift-work schedule as determined by the Chief of Police.

**All interested applicants are asked submit their resume and cover letter to Rebecca MacNeil, Director, Human Resources ([rebecca.macneil@newglasgow.ca](mailto:rebecca.macneil@newglasgow.ca)) on or before end of day Friday June 13,2025.**

## **STATEMENT OF INTENTION**

We encourage applications from a wide spectrum of backgrounds and experiences, recognizing the immense value that diversity brings to our team. We're on a journey of learning and growth, continually striving to create a more inclusive and equitable environment. We encourage individuals from historically underrepresented communities, including Black, racialized, and Indigenous Peoples, members of the 2SLGBTQI+ community, newcomers to Canada, and People with Disabilities, to apply.

We are committed to providing accommodation for individuals with disabilities at every stage of the hiring process. We recognize that there is always more to learn and improve upon in our journey towards greater inclusivity and humility.



**THE TOWN OF NEW GLASGOW IS GUIDED BY KEY STRATEGIES THAT DEFINE OUR COMMITMENT TO PROGRESS:**

**Investment in Infrastructure:** We believe in the power of well-maintained infrastructure to drive growth and prosperity.

**Commercial Development:** We actively promote a business-friendly environment, fostering economic expansion.

**Environmental Stewardship:** We are dedicated to preserving and enhancing our natural surroundings for current and future generations.

**Downtown Revitalization:** We are invested in revitalizing our town center, making it a vibrant hub for all.

**Cultural Diversity:** We celebrate diversity and actively work to build an inclusive community.

**Strategic Partnerships and Regional Cooperation:** We believe in the strength of collaboration and actively engage in regional initiatives.

**Health and Safety:** We prioritize the well-being of our residents and employees, ensuring a safe environment for all.

**The Creative Economy:** We recognize the vital role of creativity and innovation in driving economic growth.

*As an employee in New Glasgow, you'll be part of a community that embraces growth, diversity, and progress. Join us in shaping a future filled with opportunities, both for personal and professional development, in a town that treasures its heritage while embracing a forward-thinking vision.*

**A complete job profile, outlining additional competencies, educational and experience requirements and working conditions can be provided to candidates upon request.**