

# 9-1-1 POLICE DISPATCHER

APPLICANT TOOLKIT



Live your passion  
Love what you do

## Introduction

Thank you for your interest  
in joining the BC RCMP  
9-1-1 Police Dispatch Program.

This Applicant Toolkit provides  
information about our  
workplace culture, the job,  
training and development,  
and compensation package.  
It also provides an overview  
of the Application Process to  
equip you with the information  
you need to best proceed with  
your application.





## Why Become a 9-1-1 Police Dispatcher

### Play a Vital Community Role

Your role will make a vital difference to your community and you can take pride in your contributions. You will have a strong sense of purpose knowing you are saving and protecting lives. You will be impacting the lives of police officers and the public every single day.

### Begin a Challenging and Exciting Career

A career as a 9-1-1 Police Dispatcher can be very rewarding and exciting. The job can be challenging and the environment is fast paced. It requires skill and mental dexterity. Every day is different and every call is unique. 9-1-1 Police Dispatchers are trained to take control of the call, while remaining calm, talking people through some tense and fear-stricken moments. It is a significant responsibility that commands respect, both by those who perform it, and by the police officers who trust and depend on your specific skills and abilities.

### Belong to a Connected and Supportive Team

Working in an environment where teamwork is crucial and fosters a genuine connection and support among colleagues; we are united in our common purpose and we look out and care for each other. When you take a difficult call, your team is there to support and guide you. The RCMP also provides further support to employees should they request it.

### Advance Your Career

Becoming a 9-1-1 Police Dispatcher allows great personal and professional growth. The skills you bring to the job are developed in tandem with your newly acquired skills allowing you to diversify your career. After establishing some experience and sound application of skills, there are exciting career pathways available, including coaching trainees, facilitating training, supervising a team of dispatchers, and managing a 9-1-1 Police Dispatch Center. Dispatchers also have special event assignment opportunities, such as government summits, international sporting events, and other planned and unprecedented events.

### Comprehensive Compensation Package

Our compensation package includes holiday pay, health care plan, dental care plan, disability insurance and lifetime pension benefits.

“ 9-1-1 Police Dispatchers are trained to take control of the call, while remaining calm, talking people through some tense and fear-stricken moments. ”



## Workplace Culture

9-1-1 Police Dispatchers work in an environment where teamwork is crucial and fosters a genuine connection and support among colleagues. Dispatchers are united in a common purpose who truly want the best for people and make a difference in their community. It is a highly supportive work culture where your colleagues become your second family. 9-1-1 Police Dispatchers are also part of the RCMP's rich culture and traditions.

## The Lifestyle of a Shift Worker

A 9-1-1 Police Dispatcher is a shift worker, which means:

- Your rotating schedule will allow you to have up to four days off in a row.
- Shift work is not a normal week-day schedule, which allows you to go shopping or schedule medical appointments on your days off.
- Shift work will also allow you to spend more time with your family during the week.
- Working nights has a different atmosphere. The types of calls are generally of a different nature than during the day.

“ 9-1-1 Police Dispatchers work as a team who truly want the best for people, who want to make a difference, and who care. ”





## The 9-1-1 Police Dispatcher Role

### The CAREER

As the “first” of the first responders, 9-1-1 Police Dispatchers serve as the critical link between citizens and the emergency help they require.

9-1-1 Police Dispatchers receive and process emergency and non-emergency calls from the public. Their role is to quickly prioritize and accurately process calls to ensure police and public safety, resulting in safer communities.

### Call Takers

Call Takers are trained to accurately instruct the caller as to what they should do in any given situation.

They must quickly and accurately obtain all the required information calls so that an appropriate level of response can be provided as soon as possible.

As a Call Taker, it is your responsibility to obtain all relevant information as soon as possible from the caller, such as:

- *Where is it happening?*
- *What is happening?*
- *When did it occur?*
- *Who is involved?*
- *Are there weapons?*
- *Are drugs and alcohol involved?*
- *What is the subject’s description?*
- *What direction are they going?*
- *Is the person on foot or in a car?*
- *What is the vehicle description?*

“ *The reason I love this job is about the relationships and friendships you develop at the 9-1-1 Police Dispatch Centre.* ”

### Dispatchers

Dispatchers operate like an orchestra conductor responding to calls, coordinating police officers, and finding help where and when it is needed.

Police Officers come to rely on the Dispatcher to ensure they have all the relevant, accurate and timely information to keep themselves and the public safe.

Dispatchers have to know and understand the police officer’s role and be able to anticipate the next move — what will the police officers need next and who else needs to be there to support them, such as the Police Service Dogs, Air Services, or Negotiators.

Quick-thinking is a must for potentially life-saving scenarios. It takes an impressive amount of mental clarity, dexterity and laser-sharp focus to do this job.



## Employee Wellbeing

The RCMP recognizes how important it is to look after the health and safety of all its employees and provides support.

9-1-1 Police Dispatchers are not immune to psychological health problems and are perhaps more at risk working in a police environment. It's a reality, throughout a Dispatcher's career that they will hear things and deal with situations that most of us never want to experience.

### 1. Road to Mental Readiness

Mandatory RCMP training to develop a better understanding mental health issues.

### 2. Peer to Peer

Creates a single source of contact to link employees to the support they need whether it is a work related or a personal issue.

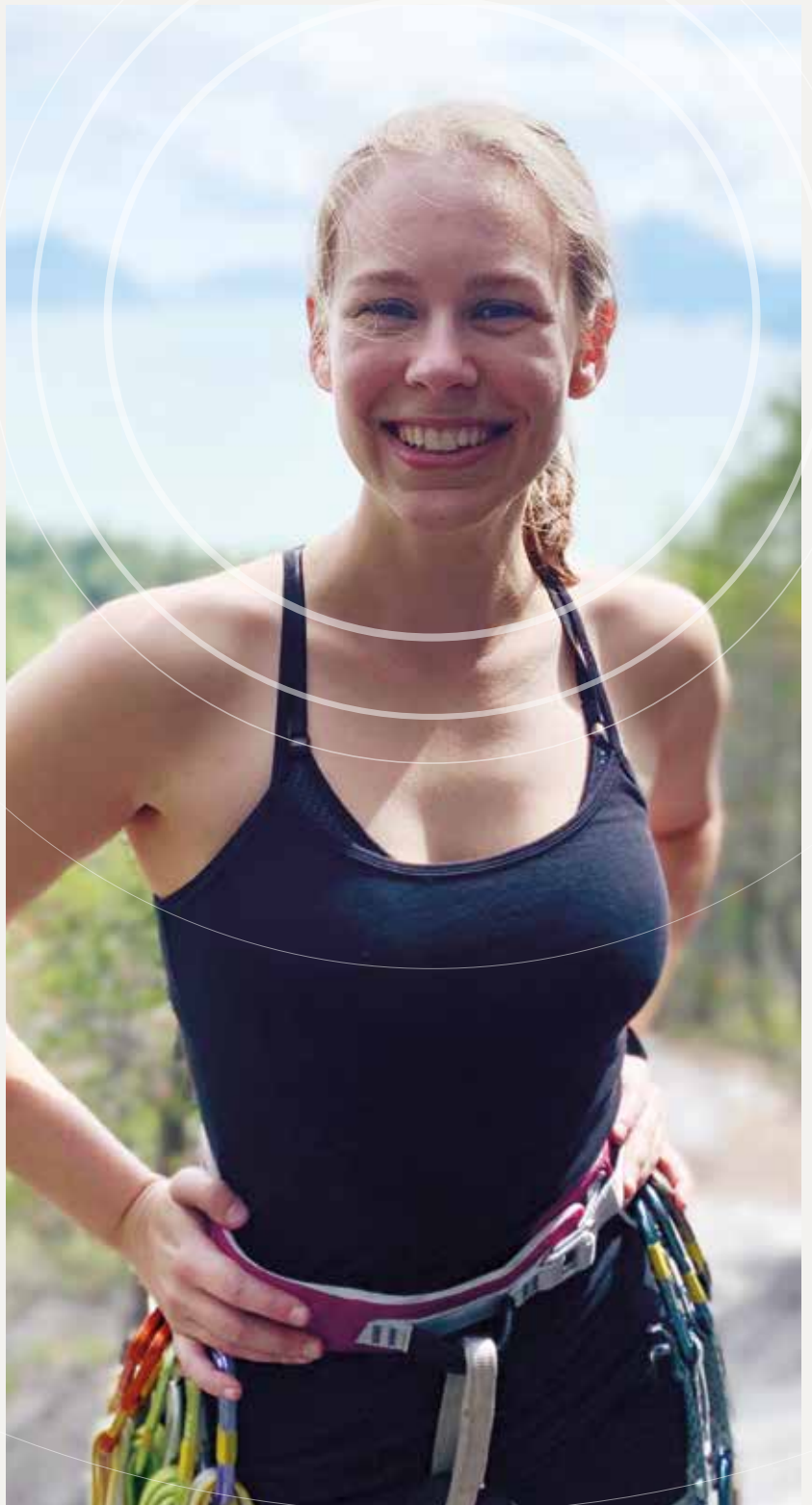
### 3. Critical Incident Debriefing

A debriefing is offered to an employee exposed or involved in a psychologically traumatic incident that has sufficient emotional power to cause that person to experience a strong or overwhelming reaction and which may inhibit a return to normal duties or lifestyle.

### 4. Employee Assistance Services

Health Canada's program provides confidential counselling for employees and their families.

**5. Most treatments** are covered by Health Care Benefits.





## Who We're Looking For

9-1-1 Police Dispatchers function in a fast-paced, sometimes stressful, environment responding to calls, coordinating police officers, and finding help where and when it is needed. We are the vital link for our police officers and for people in critical situations. We are safely getting them the help they need.

The role of 9-1-1 Police Dispatcher is unique and challenging. Our best Dispatchers are passionate about their job and are motivated to help others. We are looking for applicants who are a strong match with the following:

### Behavioural

- Strong communication skills during high pressure situations and the ability to deal with a diversity of people during challenging situations.
- Strong motivation to make a vital contribution to the communities we serve.
- Demonstrate self control and composure during stressful situations and have the ability to be resilient.
- Demonstrate effective decision-making skills and are able to quickly and accurately complete multiple tasks under pressure.

### Technical

- Excellent computer software skills.
- Type quickly and accurately. The minimum typing standard is 40 words per minute with a 95% accuracy rate.

## 9-1-1 Police Dispatcher Success Profile

The 9-1-1 Police Dispatcher role is unique and challenging. While not everyone is suited for this career, those who are a good fit with these eight competencies invariably do well and love what they do.

### 1. Developing Self

Recognizes personal strengths and learning needs and engages in self-development opportunities to achieve full potential in current and future roles.

### 2. Flexibility

Considers, adopts and changes behaviours in light of new ideas or work methods, and works effectively within a variety of situations and with various individuals or groups of diverse backgrounds and experiences. Demonstrates a positive attitude and open-mindedness when faced with change.

### 3. Conscientiousness and Reliability

Fulfills commitments in a professional, thorough and consistent

manner through self-discipline and a sense of duty. Shows a strong attention to detail and a focus on quality.

### 4. Meeting Client Needs

Shows a strong client service orientation. Balances the needs and expectations of clients with a view to meeting or exceeding them where possible.

### 5. Communication

Effectively receives and conveys ideas and information in all its forms (verbal, written and non-verbal) in a way that increases the understanding of the target audience.

### 6. Teamwork

Achieves common goals by working cooperatively with others and developing a positive work climate.

### 7. Self-Control and Composure

Keeps emotions under control and restrains negative actions when provoked, when faced with opposition or hostility from others, or when working under conditions of increasing levels of stress. Maintains stamina and concentration under continuing stress.

### 8. Problem Solving

Systematically analyses and breaks down problems, risks, opportunities and issues into component parts, identifies appropriate solutions and takes timely actions and decisions.

## Prerequisites

If you are applying to a 9-1-1 Police Dispatch Centre in Courtenay, Kelowna or Prince George, you must have:

- Canadian citizenship or permanent resident status in Canada
- Resided (been physically present) in Canada for the last 5 years. (Applicants may be considered if they have 4 years of residency.)

If you are applying to the 9-1-1 Police Dispatch Centre in Surrey, you must have:

- Canadian citizenship
- Resided (been physically present) in Canada for the last 10 years. (Applicants may be considered if they have 9 years of residency.)

In addition, you must:

- Possesses a Canadian secondary school (high school) diploma or a satisfactory score on the General Competency Test: Level 1 (GCT 1-207)
- Be proficient in English





## Where We Work

9-1-1 Police Dispatchers provide 24-hour emergency call-taking and dispatching services for the BC RCMP and work closely with Fire Departments, BC Ambulance Service, and other first responder agencies, such as Search and Rescue.

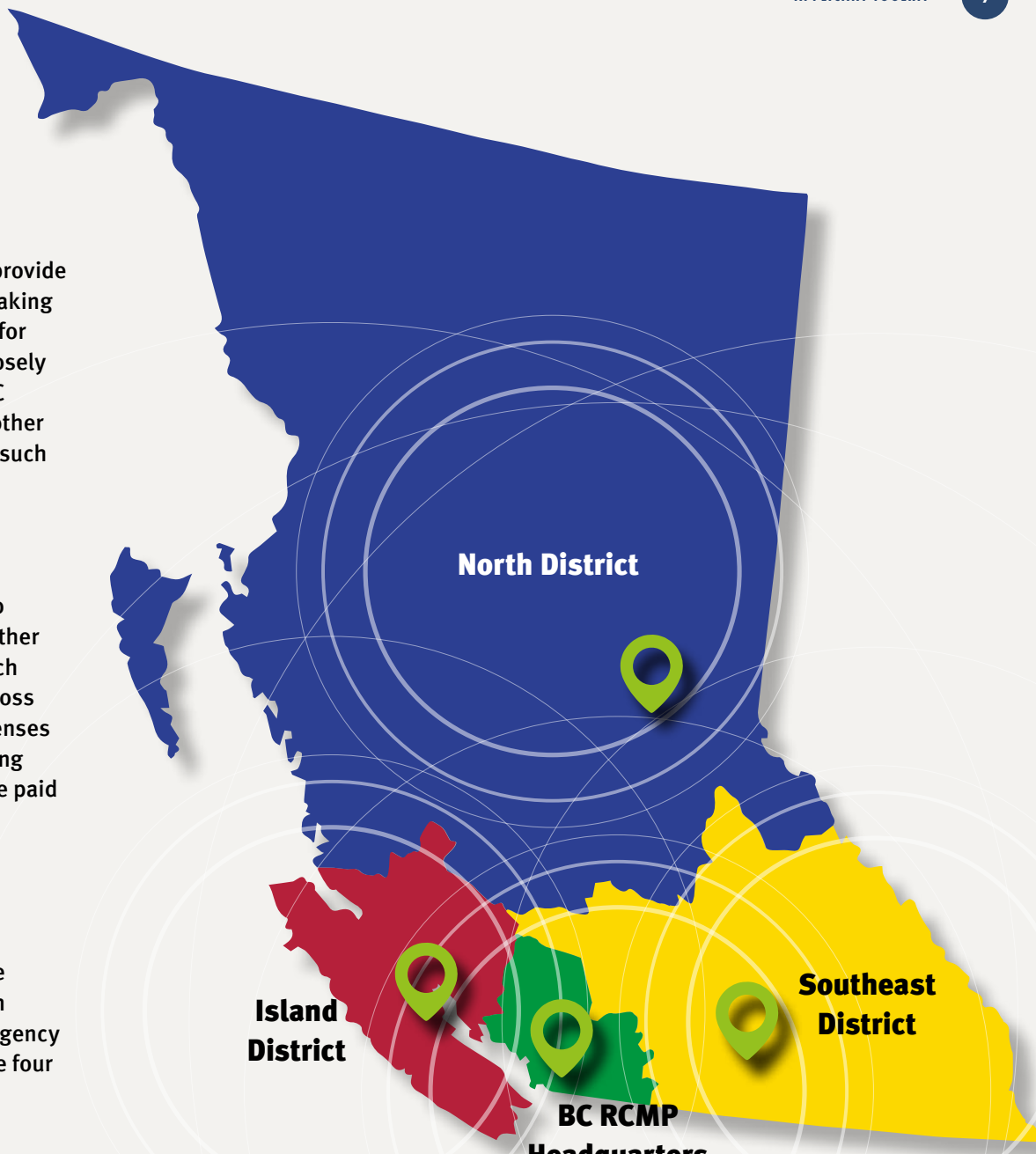
### A Career with Mobility

There are opportunities to transfer and promote to other RCMP 9-1-1 Police Dispatch Centres within BC and across Canada. Many of the expenses related to the cost of selling your home and moving are paid by the RCMP.

### Locations

In the province of British Columbia, our 9-1-1 Police Dispatch Centres dispatch emergency and non-emergency calls for service. There are four BC locations:

Location	District
Courtenay	Island District
Kelowna	Southeast District
Prince George	North District
Surrey	BC RCMP Headquarters



“ As the “first” of the first responders, 9-1-1 Police Dispatchers serve as the vital link between police and public safety. ”



## The Application Process

Choosing a career as a 9-1-1 Police Dispatcher may be one of the most rewarding decisions you will make. The position offers many opportunities to make a positive difference in the lives of others.

The first step in the Application Process is to visit the BC RCMP website to review the step-by-step information.

Start by attending a Career Presentation in our community. After you attend a Career Presentation, submit your application package to the 9-1-1 Police Dispatch Recruitment Team at [E\\_911Recruiting@rcmp-grc.gc.ca](mailto:E_911Recruiting@rcmp-grc.gc.ca).

## Training

Once hired as an employee, it is our mission to provide you with all of the knowledge and skills to become a proficient and confident 9-1-1 Police Dispatcher. You will receive a salary and benefits while participating in the training program.

The RCMP's 9-1-1 Police Dispatcher Training Program consists of two parts:

*Part 1 Call Taking Training*  
*Part 2 Dispatch Training*

Once you successfully complete the training program, you will be promoted to a 9-1-1 Police Dispatcher position.

Successful completion of the 9-1-1 Police Dispatcher Training Program can take anywhere from 9 months to a year and occurs only after successful completion of the integration of call-taking and dispatching skills.

“*I thoroughly enjoyed the training. You had to really step up your skills quickly and maintain that momentum. I soon realized what I was capable of and that was always surprising to me.*”

## BC RCMP 9-1-1 Police Dispatcher Application Process

The following chart provides information about the application process for the 9-1-1 Police Dispatcher position with BC RCMP.

### 1 Submit your Application



- › Submit your **Application Package** by email to [E\\_911Recruiting@rcmp-grc.gc.ca](mailto:E_911Recruiting@rcmp-grc.gc.ca).
- › **Application Package** must include Application Form, Cover Letter and Resume.
- › **Timeline:** 2-5 days for review.
- › Applicants meeting the screening requirements will be invited to the next step.

### 2 Skill Testing



- › Take the **CritiCall Exam**.
- › The **CritiCall Exam** is an electronic entrance exam that reflects the actual duties performed by 9-1-1 Police Dispatchers.
- › **Timeline:** 1-2 weeks to complete.





## Apply Today at [BRCMP911.ca](https://www.brcmp911.ca)

### Compensation Package

#### Pay

When you start your training as a 9-1-1 Police Dispatcher, your annual salary will be \$64,265. You will also receive additional compensation for working shift work.

Upon successful completion of the nine-month 9-1-1 Police Dispatcher Training Program, you will be promoted to a 9-1-1- Police Dispatcher (TCO-02).

Your annual salary will increase to \$72,282. You will further enjoy four annual pay increments increasing your salary up to \$87,946 after five years of service.

#### Benefits

The Public Service group insurance benefit plans provide you with peace of mind today and for years to come. As a 9-1-1 Police Dispatcher, you will be provided with the following benefits:

- Public Service Dental Care Plan
- Public Service Health Care Plan
- Public Service Pension Plan
- Disability Insurance

In addition, you will start with three weeks of paid vacation time, earn sick leave credits every month, receive up to two personal leave days a year, up to five paid days per year to take care of your immediate family and so much more. The Public Service offers the best maternity and parental benefits with 93% salary top up for 12 months.

### 3 Panel Interview



- › Attend a **Panel Interview**.
- › The **Panel Interview** assesses eight competencies considered essential to perform successfully as a 9-1-1 Police Dispatcher.
- › **Timeline:** 1-2 weeks to complete.

### 4 Employment Reference Check




- › Provide employment & volunteer history for the last 10 years.
- › **Employment Reference Checks** will be conducted.
- › **Timeline:** 2-3 weeks to complete.

### 5 Security & Medical Assessments



- › Complete and submit **Security & Medical Assessment** forms and documents.
- › Security investigations check and interviews are performed. Hearing & psychological assessment are completed.
- › **Timeline:** 2-3 months to complete.
- › Qualified Applicants are hired to participate in the training program.



“ *Helping people is one of the most fulfilling and gratifying feelings I have in my life.* ”

## Career Development

Building the career of a lifetime is attainable. There are exciting career pathways available to you as we support your career in the 9-1-1 Police Dispatch Program.

### Coaching & Facilitating

Coaching and Training roles are available to high performing 9-1-1 Police Dispatchers. To become a trainer, you can complete the RCMP National Field Coaching and Facilitator programs and be instrumental in training future 9-1-1 Police Dispatchers.

### Leadership

Supervisor, Team Leader and Manager roles are available to employees with a desire and ability to lead others. The RCMP offers supervisor and manager leadership programs.

### Special Event Assignments

Special event assignments are available to 9-1-1 Police Dispatchers such as government leadership summits and provincial emergencies.

## JOIN OUR TEAM

For more information about a 9-1-1 Police Dispatcher career and the Application Process, please visit our website:

**BCRCMP911.ca**

Contact the BC RCMP 9-1-1 Police Dispatch Recruitment Team at:

**E\_911Recruiting@rcmp-grc.gc.ca**

