

POSITION DESCRIPTION
Communications Operator

Position Summary/Purpose

To represent the Legislative Protective Service (LPS) as a primary point-of-contact for all emergency and security related matters and after hour maintenance issues and repairs, occurring within the Legislative precinct.

DUTIES & RESPONSIBILITIES

1. Operates various computerized communications consoles and associated equipment to receive, assess and relay information from members of the Legislative Precinct, Whitney Block, the public and field personnel in a courteous, accurate and expedient manner.
2. Receives or monitors and assesses incoming emergency calls and takes or expedites the required action. Provides instructions to callers when required. Assigns call for service to Peace Officers, Security Officers and Parking Enforcement Officers.
3. Sends and receives radio transmissions using a fixed two-way radio between the control room and Peace Officers and Security Officers in respect to duress alarms, fire alarms or emergency phone lines into the Control Room.
4. Operates a telephone console with fifty phone lines and twenty-five security lines transmitting information on a priority basis. Answers routine inquiries from government/police personnel and occasionally from the public regarding events, demonstrations, etc., in addition to responding to requests for emergency services. Answers telephone calls on the non-emergency "dedicated" and internal Security lines and takes appropriate action (i.e. transfers call to appropriate agency/personnel).
5. Maintains a dispatch log for Peace Officers, Security Officers and Parking Enforcement Officers on duty and their postings; performs radio checks of personnel to determine their location, and in the event of an emergency broadcasting and all-call, to ensure all personnel members have been accounted for. Monitors radio traffic with the Legislative Precinct, should special assistance be required and anticipates any other assistance that may be required.
6. Inputs queries and retrieves information from the CPIC (Canadian Police Information Centre) system regarding persons, vehicles, property, securities etc., and contacts various agencies to confirm returns on the CPIC system to ensure validity. Communication Operators are entrusted to the CPIC for the purpose of communicating and sharing with Peace Officers. This is a collective responsibility to ensure this information is safeguarded from improper and unauthorized access, use and disclosure. Users must be aware that the access, use or disclosure of information held in the CPIC system is subject to federal, provincial, territorial or municipal privacy/access to information legislation as well as related jurisdictional policies and or/directives.
7. Scans and monitors images from the surveillance CCTV cameras to identify abnormal situations in and outside the building and alerts Peace/Security Officers. Transfers still or video images from the CCTV

system to a hard drive for occurrences and/or court purposes. Testifies in court when this evidence is legally challenged.

8. Monitors a sixty-zone fire alarm panel including notifying personnel to confirm situation, contacting Fire Department, watching surveillance screens to ensure that people are evacuating the building, etc., and announcing re-entry into the building when directed by supervisor.
 9. Responsible to familiarize yourself with duties, specific policies, directives, CPIC messages, directions from a supervisor, standards of conduct and service governance.
 10. Performs related tasks as assigned including voice radio system management console, portable radios, dispatch console log, personal computer and associated printer, related system interfaces systems, CPIC alerts, phone system, fax machine, and access control/video, duress alarm in a fully integrated platform.
 11. Performs any other related activities as required. Keeps up to date on related skill development in order to use any new technologies or processes as required.
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JOB REQUIREMENTS

Training/Knowledge:

- Position requires the completion of high school and/or a combination of equivalent education/training and six months to one-year of work-related experience.
- Completion of a 911 and Emergency call center course would be an asset
- Knowledge of Legislative Protective Systems emergency and operational procedures along with radio communications and CPIC/PARIS (Program Approval & Registration Information System) policies and procedures, fire plans, CCTV and Access Control to perform communications duties; enter, retrieve and maintain information/records; operate two-way radio/CPIC terminal/telephone systems including other office equipment and respond to requests of emergency.
- Requires knowledge of local geography around Queen's Park/Legislative Precinct and the interior of the building.
- The ability to work in various rotating schedules as assigned, covering 24 hours, 7 days per week, with knowledge of computer technology systems and software applications to provide word processing services as required.
- Multi-tasking, the position requires organization, planning and prioritization skills to keep up in a fast-paced environment.
- The ability to make sound and quick decisions under stressful conditions, while managing multiple tasks and changing priorities.
- Above average keyboarding skills required.

Judgement:

Under the direction of the Communications Supervisor, the position has restricted choice among defined options and is able to set priorities and work within well-established policies and procedures to send and receive radio transmissions regarding duress alarms, emergencies, demonstrations, medical calls, criminal and non-criminal occurrences, ensuring effective and efficient communications operation. Within this framework, the position has independence to dispatch LPS officers to respond to duress alarms and co-ordinate dispatch

for further backup according to type of alarm or emergency. Identifies problems or situations that need to be addressed and takes appropriate action to address current/future problems and situations. Position seeks assistance/guidance from the on duty Sergeant, Security Lead when there are reported occurrences or problems outside the Legislative Precinct.

Confidentiality:

Communication Operators shall ensure CPIC material; records and associated information are dealt with in compliance with RCMP guidelines. Additionally, members shall maintain compliance with LPS Rules (governance) and the CPIC manual pertaining to CPIC and the protection of information from unauthorized access, disclosure or dissemination. Members shall not operate, use or maintain CPIC for non-law enforcement purposes or personal reasons. Any member found in contravention of CPIC policy will be subject to disciplinary action. The position collects and relays CPIC information and follows established policies and standards to ensure security of information in the course of fulfilling work tasks or conducting CPIC checks on persons, vehicles or property.

Impact:

Errors could result in inaccurate recording of /response to actual or potential emergency/security/maintenance situations if equipment malfunctioned, or the incumbent was not paying attention to the duties at-hand, which could include injury or loss of life. Significant errors in use or judgement of CPIC could result in the removal of the equipment that would seriously impact LPS operations.

Contacts:

Works co-operatively on a regular basis with internal contacts such as Sergeant-at-Arms, Directors, Legislative Assembly staff, MPPs, their staff and Party Caucus staff to provide security assistance and information. Communicates effectively with staff at all levels of the Assembly, as well as external contacts such as contractors, emergency services (police/ambulance/fire) in the exchange/provision of information related to security matters including requesting assistance for emergency incidents and providing information regarding access to the Legislative Building.

Supervision:

No direct supervision.

Working Environment:

Position operates a computer keyboard and mouse, which is integrated with all aspects of the security systems platform, including CCTV video wall, access control and duress alarms. The position also responds to the fire panel and elevator recalls which would require a change in position for monitoring purposes. In-room temperature controls, flood and humidity sensors are installed and connected to the security systems. The space will meet accessibility standards for movement around room.

- Work in a 24/7 office environment on various shifts.
- The Operational Communications Center is a restricted environment
- Rapid pace- intense concentration for extended periods
- Has the potential to be a high stress environment