

June 5, 2024

**JOB OPENING: Temporary Assignment
Auxiliary on call (Undetermined period)**

DISPATCHER
Public Security

NATURE OF THE WORK

Under the authority of the Sergeant, he receives calls, handles requests by telephone or in person and transmits them to the designated department according to departmental policies. He monitors the security systems (video surveillance, access control, etc.) and records the information in the department's computer systems.

EXAMPLES OF TASKS PERFORMED

Operations

- Receives, logs and dispatches calls from the call center (including calls from the Town of Hampstead Public Security or any other partner with whom the Town has an agreement);
- Receives, records and dispatches calls from Public Works (employee absences, reported discrepancies, etc.) as well as after hour calls from Town Hall;
- Performs monitoring of the Town's cameras on monitors;
- Monitors the Town's security systems (video surveillance, access controls, alarms, emergency intercom, etc.);
- Monitors telephone lines after normal business hours;
- Serves citizens at the Public Safety counter 24/7;
- Provides information to citizens and other callers by telephone;
- Issue overnight parking permits;
- Inputs relevant information to the service databases;
- Maintains a list of vacant houses;
- Receives and files mail received from unoccupied houses;
- Enter snow removal, gardening and garage sale permits into the databases;
- Performs any other duties as requested by a superior.

Equipment and maintenance

- Weekly check of the panic buttons;
- Ensures the proper functioning of equipment and materials at the dispatch center;
- Checks cameras and phone lines for proper operation at the beginning of the shift.

EXPERIENCE AND QUALIFICATIONS

The person selected must meet the following conditions:

- Hold a high school diploma (DES) or equivalent.
- Possess six (6) months to less than one year of experience in a job that allows the incumbent to become familiar with the field of employment.

Knowledge

- French and English*, spoken and written.
- Radio systems.

**Knowledge of English is a requirement due to potential interactions with the Town's citizens.*

Skills

- Good team player;
- Demonstrate precision and autonomy;
- Demonstrate a good sense of synthesis and analysis;
- Organizational skills and ability to set priorities;
- Ability to develop and exercise certain controls and follow-ups;
- Write clear and concise reports.

CONDITIONS AND BENEFITS

The Town of Mount Royal has advantageous conditions for its employees. For this position, it offers, among others:

- A salary range from \$29,196.8 to \$38,165.5 per hour;
- The working schedule may include day, evening and night shifts, weekdays or weekends;
- On-the-job training.

Interested candidates should send their application by email to Sandra Grenier mentioning competition number **2024-27**: humanresources@town.mount-royal.qc.ca.

Applications will be accepted until **Wednesday, June 26, 2024, 16:30**.



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