ERC EMPLOYMENT OPPORTUNITY

Resumes are now being accepted for the position of Emergency Report Centre (ERC) Operator (Part-time, casual). Please apply to Joel Keenleyside; Manager, Security Operations; Queen's University Campus Security and Emergency Services no later than noon on Thursday, March 15th, 2018. Late applications will not be accepted. Successful applicants will be required to produce a clean CPIC (Canadian Police Information Check) or possess a “current” Ontario Security Guard license.

Overview
The Mission of the ERC is to provide the Queen's University community a central point of communication and dispatch for Campus Security and Emergency Services, and other emergency services both internal and external to Queen’s University.

ERC's operational priorities include:
- monitoring and responding to the Queen's emergency communication systems (radio, telephone, blue light, emergency & assistance phones)
- monitoring and responding to Queen's fire, intrusion, and mechanical alarms
- dispatching Campus Security and Emergency Services staff and other Queen's emergency services
- dispatching municipal emergency services

The Emergency Report Centre Operator responds to all types of calls to the ERC including alarms, reports by security staff, and incoming phone calls from the Queen's community and general public. The ERC Operator is responsible for the initial gathering of all the necessary information, notifying the security supervisor, initiating the appropriate response or contacting the appropriate services by cross-referencing procedure manuals, and initiating the security report process on computer. The ERC Operator works closely under the supervision of the Security Supervisors to ensure an effective response and correct documentation of incidents.

The Emergency Report Centre Operator position requires a minimum commitment of two shifts per week (averaging 16 hours in total) in addition to emergency call-ins (additional hours are also available during the spring/summer period). The nominal shift times are: 07:00—15:00, 15:00—23:00, and 23:00—07:00 on weekends, and 23:00—07:00 on weekdays. The shift rotation also includes working a mix of days, evenings, midnights, weekends, statutory holidays and the university’s reduced operation holiday period in December/January. The hourly rate is $18.50, plus 4% vacation pay.

Applications will be for the current spring/summer and fall/winter terms of employment ending May 1st, 2019, with subsequent terms of employment available. Successful applicants must be available for a training period starting in May (dates and times will be determined with successful applicants, but there will be some half-weekday periods required) and then added to the regular shift rotation for the remainder of the term.

Qualifications
The successful candidate will possess the following qualities: ability to maintain composure during emergency situations, ability to multitask, strong leadership skills, excellent communications skills, and an understanding of the organisation and administration of Queen’s University—including its physical layout. The successful candidate will have excellent computer skills including a working knowledge of Windows, Microsoft Office, and a familiarity with database input and management are considered assets.

Queen's University has an employment equity program, welcomes diversity in the workplace and encourages applications from all qualified candidates including women, aboriginal peoples, persons with disabilities, and visible minorities.

If you have any questions, please feel free to contact Joel Keenleyside at 533-6000 (X75202) or e-mail me at Joel.Keenleyside@Queensu.ca.