

Job Classification Title	CALL TAKER PARAMEDIC SERVICES
Requisition #	2302757
Division	Toronto Paramedic Services
Section	TPS CACC
Work Location	EMERGENCY SERVICE HEADQUARTERS, 4330 DUFFERIN ST
Job Stream	Emergency Management/Fire Services
Job Type	Part-time, Part-Time
Salary/Rate	\$32.01 - \$/ Hour
Hours of Work (bi-weekly)	80.00
Shift Information	40 Hours per Week, 12 Hour Shifts

Job Description

Toronto is Canada's largest city, the fourth largest in North America, and home to a diverse population of about 2.8 million people. Consistently ranked one of the world's most livable cities, we are a global centre for business, finance, arts and culture. Join the award-winning Toronto Public Service as Call Taker Paramedic Services within our Toronto Paramedic Services Division.

Major Responsibilities:

- Provides outstanding customer service to all external and internal customers, including co-workers.
- Receives and processes all requests for ambulance service.
- Determines nature and urgency of requests for service and prioritizes relative to algorithm chart procedure.
- Confirms incoming information with caller, inputs data into computer, and routes same to dispatch desk together with any additional information provided by allied agencies e.g. Police, Fire Services, etc.
- Adheres to all protocols, procedures and practices relative to the call receiving function as provided through ongoing training and continuing dispatch education.
- Answers inquiries from public, agencies, etc. related to Paramedic Services.
- Maintains open communication with neighbouring EMS Communication Centres to effectively coordinate seamless, cross-border response to both emergency and non-emergency call requests.
- Fosters and maintains a cooperative working relationship with allied emergency services communication personnel.
- Consistently meets all Toronto Paramedic Services and Ministry of Health and Long Term Care performance expectations including minimum accreditation call performance compliance.
- Demonstrates complete integrity at all times.
- Protects the confidentiality and privacy of each patient's personal health information at all times.

Key Qualifications:

Your application must describe your qualifications as they relate to:

- Must have Grade 12 diploma or equivalent as approved by Ontario Ministry of Education.
- Experience and/or education required in public safety, health related fields, including but not limited to EMS, Police, and Fire Communications, Paramedicine, Nursing, Air Traffic Control, Telecommunications and Health Sciences.
- Must possess current and valid certification in CPR (minimum level C) from a recognized training agency issued, and maintain same throughout employment with Toronto Paramedic Services.
- Must possess current Standard First Aid (SFA) and maintain same throughout employment with Toronto Paramedic Services (see 'NOTES:' section for additional details)
- Dynamic customer service experience in a fast-paced, complex and multi-tasking environment.

You must also have:

- Ability to manipulate data with accuracy, thoroughness and strong attention to detail.
- Ability to communicate effectively and clearly in English (both written and verbal) under stressful conditions.
- Ability to exercise sound judgment and decision making ability when dealing with members of the public, allied agency personnel and co-workers.
- Ability and dexterity to work for sustained periods of time handling call-taking functions using a multi-line telephone system while physically connected to a computer-aided dispatch console.
- Ability to complete incident reports as per legislation.
- Ability to handle confidential and personal information and ensure the confidentiality of records containing personal information under the custody or under control of CACC.
- Ability to identify and prioritize critical tasks efficiently and effectively while working in a multi-tasking high pressure environment.
- Ability to appropriately respond to rapidly changing circumstances and ever changing technological systems.
- Ability to apply learned skills in practical, real time environment.
- Highly developed interpersonal skills with the ability to work effectively both independently and as a member of a team.
- Excellent keyboarding skills equivalent to 40 wpm at 90% accuracy rate or above.
- Advanced knowledge of Microsoft Windows in a multi-screen computer environment.
- Ability to work 8, 10 or 12-hour rotating shifts including days, nights, weekends and statutory/religious holidays.
- Ability to maintain Emergency Medical Dispatcher certification in accordance with standards set by the International Academies of Emergency Dispatch (IAED).
- Hearing and vision appropriate for call-taking functions are required.
- Successful candidates will be required to complete a three (3) day Certification course in Advanced Emergency Medical Dispatcher by the International Academies of Emergency Dispatch (IAED) prior to start date at the applicant's own expense.

NOTES:

Special Instructions

Candidates will be required to provide the following documentation upon request. If these documents are not provided, candidates will not be considered further in the hiring process.

- Education – Grade 12 or an approved equivalent in accordance with the Ontario Ministry of Education
- Current and valid certification in CPR (minimum level C) and Standard First Aid Certification. Approved providers are listed on the [WSIB Ontario website](#).

Additional Information

- Applicants requiring a certified copy of their Secondary School Transcripts or education equivalency documentation can contact the appropriate office(s) listed on our [Toronto Paramedic Services Recruitment website](#).
- All additional educational documents listed in the resume and/or application, **may** be requested
- [Refer to TPS website](#) for additional information on the Division, Call Taker recruitment process and requirements.

The City of Toronto is committed to fostering a positive and progressive workforce that is representative of the citizens we serve. We will provide equitable treatment and accommodation to ensure barrier-free employment. In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act and the [City of Toronto's Accommodation Policy](#), a request for accommodation will be accepted as part of the City's hiring process.