



Police Dispatcher – Experienced

(Emergency 911/non-emergency Operator and Dispatcher)

Communications Department

Hiring Range: \$75,662 to \$89,925 per annum

Full-Time, permanent

ABOUT SSPS

The South Simcoe Police Service (SSPS) is committed to the safety and well-being of our community in the Towns of Innisfil and Bradford West Gwillimbury. Our vision is to make a difference in the lives of others every day. We value integrity, respect, inclusion, and working with a dedicated team of Officers and professionals, who are compassionate, courageous, professional, and accountable.

ABOUT THE ROLE

A career with a police service can be one of the most rewarding, challenging and exiting choices. Be part of a team that plays a pivotal role in safeguarding our community, making a difference one call at a time. We are looking for a quick-thinker, resilient individual who thrives in a fast-paced environment and is committed to serving their community. If you are sharp-minded, detail-oriented, excellent communicator who can multitask under pressure, you are the person we are waiting for.

WHAT WE OFFER

Joining our team offers a unique opportunity to make a tangible difference within the community, aligning yourself with a group of Officers and professionals that holds service, excellence, and integrity at its core. At SSPS, your ideas are valued, and your contributions directly influence our community's well-being. We offer a competitive salary, comprehensive medical, dental and vision plan,

WHAT YOU WILL BE DOING:

- Answer 911 emergency and non-emergency calls for service from citizens, police and other agencies.
- Determine the nature of the situation and establish whether it is an emergency through proper questioning techniques.
- Receive information from various audio sources while simultaneously performing various other functions.
- Conduct various types of safety checks for police officers such as telephone and address checks, name and vehicle checks.
- Prioritize and dispatch Police units to waiting incidents with all necessary available information. Update units as additional information is received. Ensure senior personnel and supervisors are kept apprised for serious incidents.
- Record all information reported by or given to road units by means of the CAD system, continually updating individual unit histories.
- In cooperation with the Uniform supervisors, manages high speed pursuits. This includes exercising judgment in discontinuing suspect apprehension pursuits as required by the provincial directive and Service procedure.
- Performs CPIC checks for units, anticipating requests when possible, ensuring the information is added to the Unit or Incident Histories, and field unit is advised by radio, particularly when warning information is known.

MUST HAVE:

- Experience Police Dispatcher would have successfully completed the **Police Dispatch training by a Police Service in Ontario** AND a minimum of two (2) years Police Dispatch experience.
- Team-player with a positive attitude

NICE TO HAVE:

- Successful completion of secondary education or equivalent;
- Ability to multi-task, adjust priorities, and work in a fast paced and demanding environment;
- Excellent customer service skills;
- Keyboarding (40 wpm).

Please note:

ISA standards Hearing Test will be requested from short listed candidates. Candidates will be evaluated in several stages, which will include testing, panel interview, psychological assessment and a complete police background check.

If any part of this opportunity piques your interest, we encourage all qualified applicants to apply.

Please send your resume to the **Human Resources Department** at recruitment@southsimcoepolice.ca **by 4pm, November 7, 2025**, and note in the subject line "Experienced Dispatcher".

SSPS supports diversity, equity and a workplace free from harassment and discrimination and is committed to an inclusive, barrier-free environment. We invite applications from all qualified candidates and actively encourage applications from members of groups with historical and/or current barriers to equity, including, but not limited to persons of Indigenous ancestry, racialized persons, persons with disabilities, women and members of the 2SLGBTQ+ community.

If you are contacted to participate in the interview, please advise the HR team of any accommodation needed with respect to any materials or processes used to ensure you have access to a fair and equitable process in accordance with the *OHRC*.

SSPS thanks all applicants, and our recruitment team will reach out to candidates selected for an interview.