

Step 1 - Initial Application Screening:

The selection process starts with a review of applications. Candidates should ensure they provide a cover letter and resume, which clearly outlines previous work history, education, training, certification, and licenses.

Candidates must submit proof (documentation) that they meet the following qualifications at the time of application.

- Grade 12 graduation
- Current Standard First Aid Certificate – or evidence of registration in course
- Valid BC Driver's Licence
- Hearing test/audiogram – indicating normal hearing (current within the past 3 months)
- Typing Test – provide a recent proctored, within the last 3 months, showing a final adjusted words per minutes of no less than 40
- Radio Operator's Certificate – or evidence of registration in course.
 - [Restricted Operator Certificate - Aeronautical \(ROC-A\)](#)

All applications will be screened for submitted documents and only those candidates shortlisted will be notified to continue in the process.

Step 2 - Testing Process:

Standardized and objective testing is conducted to ensure that candidates possess the necessary skills, abilities, and aptitude to successfully perform the duties of a Fire Dispatcher. The following standardized testing will be scheduled:

- Computer testing – Microsoft Word and Excel – Basic Level (65% minimum on administered exam)
- Multitasking Skills and Abilities Testing
- Psychometric Testing

Candidates that achieve the pre-determined results in the above testing will be notified by telephone or email of the date and time of the panel interview.

Step 3 – Panel Interview

The interview panel typically consists of three individuals from the Fire Department and Human Resources who will conduct the interview. The candidate will be asked a series of questions about their background, qualifications, personal attributes and knowledge of the Fire Department and Communications Centre operations. In addition, the candidate will be asked situational and behavioural based (previous experience) questions to assess their skills and abilities in relation to the Fire Dispatcher position.

If a candidate successfully completes the panel interview, then they will be required to undergo a number of pre-employment checks.

Step 4 – Pre-employment checks

To ensure overall suitability for the position, candidates will be required to:

- Provide a current clear RCMP Criminal Record & Vulnerability Check
- Provide contact details for References (from previous employers/supervisors). Reference checks will be completed on candidates prior to an offer of employment.

Candidates who successfully complete the above requirements will move into the final stage of the selection process.

Step 5 –Final requirements

As a final step, the successful candidate must provide a copy of a valid Radio Operator's Certificate (The types of Professional Radio Operator Certificates accepted are;

- Restricted Operator Certificate - Aeronautical (ROC-A)
- Restricted Operator Certificate - Maritime Commercial (ROC-MC)
- General Operator Certificate (GOC)

Step 6 - Appointment

An offer of employment will be made to the applicant that possesses the most suitable experience, education, qualifications, abilities, skills and aptitude as measured by the above process.