



9-1-1

Calgary 9-1-1

Emergency Communications Officer – Self-Assessment

A career with Calgary 9-1-1 can be very rewarding. We offer meaningful work, where you can make life better every day for citizens and communities.

This self-assessment questionnaire will help you decide if working as an Emergency Communications Officer (ECO) with Calgary 9-1-1 is right for you. If you want to discuss any of the position requirements, our staff are happy to assist.

Ask Yourself:

- Does my lifestyle align with Calgary 9-1-1 values: **Honesty, Respect, Integrity, & Teamwork?**
- Do I have a strong commitment to customer service and motivation to serve the public?
- Am I able to work harmoniously in close quarters with others?
- Do I have a support system in place for managing stress and staying resilient?
- Am I at least three years clear of any unlawful activities?
- Have I considered the impact of rotating shift work on my family environment? (e.g., possibly missing birthdays, special occasions, etc.)

Are You Willing and Able To:

- Spend the first six months of your employment in a probationary status, during which you will spend most of your time undergoing classroom and on-the-job training; receiving daily mentoring, critiques, and evaluation?
- Remain adaptable and up to date with constant technological changes?
- Work a rotating 12-hour shift schedule (2 day shifts / 2 night shifts / 4 off)?
- Accurately copy information as it is being received over telephone or radio; simultaneously digest what you hear and respond immediately?
- Deal calmly and professionally with the public, regardless of their reason for calling, and help every caller, free of judgment, stereotype or discrimination?
- Listen to abusive and profane language over the telephone and deal with it impersonally and unemotionally?



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Benefits of Working for Calgary 9-1-1:

Personal and Professional Development

- *Skills transferability* - The skills you gain - effective communication and decision-making, can be valuable in other professions as well.
- *Communication skills* - You'll develop excellent communication skills by interacting with callers, emergency responders, and colleagues.
- *Multitasking abilities* - The fast-paced environment hones your ability to handle multiple tasks and prioritize them effectively.
- *Personal fulfillment* - Making a positive impact on people's lives can be highly rewarding and contribute to a strong sense of personal and job satisfaction.
- *Using critical thinking* - You'll learn to think on your feet and make quick decisions under pressure, which can be valuable in various situations.

Contributing to your Community

- *Helping the community* - You get to assist individuals in critical situations, providing them with the support they need during emergencies.
- *Contributing to Public Safety* - Your work plays a crucial role in maintaining the safety and well-being of your community.

Job Environment and Dynamics

- *Teamwork* - Collaborating with emergency services and colleagues fosters a sense of camaraderie and teamwork.
- *Variety* - Every call is unique, ensuring that your work remains interesting and challenging.
- *Stability* - Emergency services are essential, providing job stability even in uncertain times.
- *Schedule* - Rotating schedules (4 on, 4 off) allow for greater number of days off.