



MANAGER OF COMMUNICATIONS (Permanent)

Winnipeg Fire Paramedic Service

Posting No: 118019



*The City of Winnipeg is a vibrant and dynamic organization with many opportunities!
We offer a diverse and welcoming work environment that delivers quality services to our citizens.*

Closing Date: 12-June-2019

Job Profile:

Under the direction of the Deputy Chief, the Manager of Communications is responsible for managing, planning and supervising the daily activities for the Winnipeg Fire Paramedic Services (WFPS) Communications Centre, and for the effective and efficient use of wireless and land line Communication Technology within the WFPS. The Manager of Communications is responsible for optimizing the performance by providing the necessary tools, techniques and processes while maintaining a strong workplace culture. This position will work closely with the Deputy Chief and the Executive Management team on issues affecting WFPS stakeholders and the public.

As the *Manager of Communications* you will:

- Manage the operation of communications systems and sub-systems used by the department and evaluates system performance.
- Manage the operation of the branch. The Communications Branch is comprised of a group of supervisors and communicators that are required to perform communications tasks in accordance with department policies and procedures.
- Participate and provide necessary information for decision-making at the senior management level.
- Direct, assign and supervise on a continuing basis, a group of supervisors and communicators required to operate computer, radio, telephone, alarm monitoring and other communication systems.
- Manage communications training programs and works with the Supervisors and Training Inspector - Communications to provide a WFPS Communications Operator Training Program and Quality Improvement Program, and perform an active communication role if needed.

Your education and qualifications include:

- Diploma from a recognized College in Business Administration or related field or an equivalent combination of training and experience.
- Bachelor's degree in emergency management, public administration, psychology, (Emergency Number Profession) E.N.P certification or a related field would be considered an asset.
- Experience in Emergency Dispatch Operations including familiarity with Public Safety Radio systems, Public Safety Answering positions and telecommunication.
- Experience and thorough knowledge of City streets and districts.
- Experience with interpreting and applying provincial legislation.
- Excellent verbal communication skills with the ability to articulate complex information in a clear and concise manner.
- Ability to apply sound judgment and make effective decisions.

- Excellent interpersonal skills with the ability to build positive working relationships with external and internal stakeholders.
- Demonstrated leadership skills including the ability to influence, guide and coordinate the work of team members.
- Proficiency with computers including communication systems and standard business software.
- Knowledge of the acts, legislations, regulations, and standards including the Canadian Radio -television and Telecommunications Commission regulations, provincial legislations for the Emergency 911 Public Safety Answering Point Act and Dispatch Standards for Communications Centres within the Province of Manitoba.
- Strong time management and organizational skills with the ability to prioritize work and meet deadlines.
- Ability to exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations. Good working knowledge of Human Resource Information Systems; preferably PeopleSoft HR System.

Conditions of employment:

- A Police Information Check, with vulnerable sector and Level 3 clearance satisfactory to the employer will be required from the successful candidate, at their expense. To obtain a Police Information Check please visit www.winnipeg.ca/police.

CORE COMPETENCIES for ALL EMPLOYEES OF THE CITY OF WINNIPEG:

- Citizen & Customer Focus
- Respecting Diversity
- Ethics and Values
- Integrity and Trust
- Results Oriented

HOW TO APPLY:

APPLY ONLINE, including all documentation listed below:

1. Current resume **(Required)**.
2. Covering letter.

Applications submitted without REQUIRED documentation will not be considered.

If you do NOT have access to a computer/email, please apply, including all documentation listed above to: Human Resources, Winnipeg Fire Paramedic Service, 2nd Floor, 185 King Street, Winnipeg, Manitoba, R3B 1J1. Applications must be received by **4:30 P.M., Wednesday, June 12, 2019**.

Applications will be accepted through mail to the address above and must include all required documentation.

NOTES:

Online applications can be submitted at <http://www.winnipeg.ca/hr/>. For instructions on how to apply and how to attach required documents please refer to our [FAQ's](#) or contact 311. The City of Winnipeg uses the [Korn Ferry Leadership Architect Competency Model](#) as part of the recruitment process.

The salary range for this position is **\$4,426.35 - \$4,981.90 Biweekly**.

We have great benefits and competitive salaries, and we are committed to ongoing learning and career development!

1. Vacancies will be filled in accordance with the current collective agreement with the Winnipeg Fire Paramedic Senior Officer Association (WFPSOA).
2. Applicants will be required to undergo assessments to determine their knowledge, abilities and skills as they relate to the qualifications of the position.

WE SEEK DIVERSITY IN OUR WORKPLACE. INDIGENOUS PERSONS, WOMEN, VISIBLE MINORITIES, AND PERSONS WITH A DISABILITY ARE ENCOURAGED TO SELF-DECLARE.

**Only candidates selected for interviews will be contacted.
Requests for Reasonable Accommodation will be accepted during the hiring process.**