



COMMUNICATIONS OFFICER

A career as a Communications Officer is dynamic, fast-paced, and rewarding. You are the calming voice on the other end of the line when someone calls for help. You also provide critical information to our frontline police officers.

Minimum Requirements:

- Grade 12 education
- Minimum typing speed of 50 wpm
- Experience working with the public
- Must pass colour-blindness test, hearing test, multi-tasking and psychological tests

As a Communications Officer with the Regina Police Service, you will be part of a tight-knit team. You will also have a range of wellness-enhancing services including access to onsite fitness facilities, mental and physical wellness professionals, and a competitive benefits package as a permanent employee.

Once hired, you are required to successfully complete a 24-week training program.

What Does Training Look Like?

Training begins with three weeks in the classroom. Important topics include:

- Call codes and priorities
- APCO Public Safety Telecommunicator certification
- The Phonetic Alphabet
- Computer systems and phone systems

Following this first round of classroom training, you will be assigned a trainer on one of four teams. You will work alongside that team and trainer as you learn more about the job of a “Call Taker” in a practical setting. You will begin taking calls on both the non-emergent and 9-1-1 lines, initially listening and then transitioning to talking/typing the calls for service on your own. After approximately two months, the dispatch portion of training is added.

Dispatch Training

Dispatch training begins in the classroom and lasts about two weeks. Important topics include:

- Radio usage
- Standards relating to Major Occurrences
- Management of officer resources.

Following this round of classroom training you will return to your team and your trainer where you will continue with your phone training and dispatch training, usually on alternating days.

During your practical training in the Communications Centre you will be required to work the same shift pattern as your assigned team. This includes 12-hour dayshifts that can start as early as 6:30 a.m. (06:30 hrs) and nightshifts that often start at 6:30 p.m. (18:30 hrs).

Shift Pattern/Schedule

The shift pattern consists of two weekends off, followed by a weekend of nights and then a weekend of days. While assigned to a team, you will only ever work two or three days in a row followed by two or three nights in a row. This is always followed by four or five days off.



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