



Calgary 911

Emergency Communications Officer Hiring Process

1 Online Application & Prescreen

Applicants submit an online application and are screened based on their related experience or volunteer work, education, and answers to the application questionnaire.

Applicants will be advised by email if they are selected to move on to the next step. Only applicants being considered further will be contacted.

2 Aptitude Test

Applicants complete an online aptitude test. The test includes typing, multi-tasking, reading comprehension, summarizing call information, map reading.

Applicants will be advised of their test results via email. Only successful applicants will be invited to advance to the next step in the recruitment process. Applicants that pass the test will receive an email containing security clearance forms to be completed.

3 Security Document Preview

Applicants complete and submit a Personal Disclosure Form for preview.

To be successful at this stage, applicants must be three years clear of any illegal activity. This applies whether charges were laid or not. Also, there must not be any major criminal offenses in their background.

Successful applicants will receive an invitation to a panel interview.

4 Panel Interview

Applicants attend an online, formal panel interview. Applicants should be familiar with behavioral based interviews and the STAR format. All applicants at this stage will be advised via email of the interview result.

All applicants will receive communication within approximately one week of the interview. If unsuccessful, applicants will be advised of eligibility to re-apply.



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5

Security & Polygraph

Applicants schedule and complete a pre-employment polygraph and submit documents for an enhanced security clearance, to be conducted by Calgary Police.

Applicants must be three years clear of any illegal activity. This applies whether charges were laid or not. Also, there must not be any major criminal offenses, at any time in their background.

The security phase may take multiple weeks to complete. To avoid delays, all security information should be complete and up-to-date prior to submission.

6

Shift Observation

Applicants attend a shift observation at the Calgary 911 Operations Center.

Applicants at this stage are encouraged to attend an overnight observation, from 6:30 pm to 6:00 am in order to experience what shift work entails. This is an opportunity for applicants to have a first-hand look into a typical shift as an ECO.

7

Reference Checks

Calgary 9-1-1 will conduct reference checks. Three supervisory references are required.

Reference checks may begin with 72 hours notice from Calgary 9-1-1. The listed references should be up-to-date, and made aware that they may be contacted.

8

Selection Panel

The Calgary 9-1-1 Selection Panel will review all the applicants' recruitment files, and will determine which are selected for hire.

All applicants at this stage will be advised by phone or email of the final results. Applicants not selected will be advised of eligibility to re-apply.

This stage is dependent on the date of the scheduled training classes. Recruitment will advise applicants once the Selection Panel date has been scheduled.