



9-1-1

Emergency Communications Officer – Hiring Process

The following is a general description of the recruitment process for the Emergency Communications Officer (ECO) position at Calgary 9-1-1.

Step 1: Online Application/ Pre-screening

- **Description:** Applicants submit an online application and are screened based on their related experience or volunteer work, education, and answers to the application questionnaire.
- **Communication:** Applicants will be advised by email if they are selected to move on to the next step.
- **TIME FRAME:** Only applicants being considered further will be contacted.

Step 2: Information Call

- **Description:** Applicants schedule a short telephone call with a member of the recruitment team learn about the ECO position, what the qualifications are for the job, and the recruitment process.
- **Communication:** Only those being considered further will be contacted via email.
- **TIME FRAME:** Successful applicants will be invited to aptitude testing approximately one week after the call.

Step 3: Aptitude Testing

- **Description:** Applicants complete an aptitude test, either online or in person. The test includes typing, multi-tasking, reading comprehension, summarizing call information and map reading.
- **Communication:** Only successful applicants will be invited to advance to the next step in the recruitment process.
- **TIME FRAME:** Successful applicants will receive a security clearance application by email, approximately one week after testing.

Step 4: Pre Screen

- **Description:** Applicants complete and submit security forms for preview.
- **Communication:** Only successful applicants will be invited to the next step in the recruitment process.
- **TIME FRAME:** Successful applicants will receive an invitation to a panel interview approximately two to four weeks after the security documents are submitted.



Step 5: Panel Interview

•**Description:** Applicants attend an online, formal panel interview.

•**Communication:** All applicants will be advised via email of the interview result.

•If unsuccessful, applicants will be advised of eligibility to re-apply.

•**TIME FRAME:** All applicants will receive communication within approximately one week of the interview.

Step 6: Security

•**Description:** An enhanced security clearance will be conducted by Calgary Police.

•Applicants schedule and complete a pre-employment polygraph exam.

•Applicants must be three years clear of any illegal activity, regardless of whether charges were laid or not.

•**Communication:** Applicants who do not meet security requirements will be advised of eligibility to re-apply.

•**TIME FRAME:** The security phase may take up to 12 weeks to complete. To avoid delays, all security information should be complete and up-to-date prior to submission.

Step 7: Reference Checks

•**Description:** Calgary 9-1-1 will conduct reference checks (a minimum of two supervisory references required).

•**Communication:** All applicants will be advised via email when reference checks have been completed.

•**TIME FRAME:** Reference checks may begin within 72 hours of notice from Calgary 9-1-1. The listed references should be up-to-date, and made aware that they may soon be contacted.

Step 8: Selection Panel

•**Description:** Calgary 9-1-1 Selection Panel will review the entire recruitment file to determine which applicants are selected for hire.

•**Communication:** All applicants will be advised by phone or email of the final results.

•Applicants not selected will be advised of eligibility to re-apply.

•**TIME FRAME:** This stage is dependent on the next scheduled training classes. Recruitment will advise once the Selection Panel date has been scheduled.