



## CLERK-DISPATCHER

The Smiths Falls Police Service is seeking a part-time (contract) dispatcher. Dispatchers work rotating shifts which include weekends and statutory holidays.

A Dispatcher position within this police service is a demanding, multi tasked position. The person we are seeking must be a mature, reliable, responsible individual with excellent typing, computer and organizational skills. Communication skills are vital for this position as well as the ability to work well under pressure. See attached the full job description of what a Clerk-Dispatcher does prior to applying.

The successful candidate must possess a Grade 12 education (or equivalent) and be legally entitled to work in Canada.

Applicants chosen for interviews must be prepared to attend Smiths Falls at their own expense. Applicants that are successful with the interview will further undergo background and testing requirements.

We thank all applicants for their interest but respectfully advise that only those selected for interviews will be contacted.

Qualified applicants are to email their cover letter and resume with any certificates and reference letters to [recruiting@sfps.ca](mailto:recruiting@sfps.ca) or in an envelope in person clearly marked **“Personal and Confidential – Dispatcher”** by **4:00 p.m. on Monday February 23<sup>rd</sup> 2026** addressed to the undersigned.

Jodi Empey, Chief of Police  
Smiths Falls Police Service  
7 Hershey Drive, PO Box 818  
Smiths Falls, On, K7A 4W7

*The Smiths Falls Police Service is dedicated to Equal Opportunity concepts.*

## Job Responsibilities

- Dispatch / Communications
- Receive and prioritize emergency (911) and non-emergency calls for police service as well as transferring calls to other agencies (Ambulance, Fire or other police services)
- Dispatch officers and units using radio and computer-aided dispatch (CAD) systems.
- Maintain two-way radio communication and ensure officer safety through continual status checks.
- Record and update all incidents, call logs, and unit activity in real time.
- Conduct database checks (CPIC, local records, MTO) for vehicles, persons, and warrants.
- Relay critical details between officers, supervisors, and other emergency services.
- Handle multiple lines and communication channels simultaneously.
- Escalate high-priority or sensitive calls to supervisory staff as required.
- Coordinate responses with external agencies (fire, EMS, by-law, utilities, etc.).
- Document all radio transmissions and incident notes accurately for legal and operational purposes.
- Conduct weekly radio testing with OPP to ensure integrity of radio system

## Front Desk / Administrative Support

- Greet and assist members of the public at the front counter in a professional manner.
- Respond to general inquiries in person, by phone, and by email.
- Receive and process incident reports, lost/found property, and general service requests.
- Provide guidance to the public on police procedures, forms, and documentation requirements.
- Handle financial transactions, issue receipts, and maintain payment logs.
- Maintain filing systems, office supplies, and internal communication channels.
- Prepare correspondence, memos, and other written materials.
- Enter data and maintain records within police and municipal databases.
- Support officers with administrative paperwork and report management.
- Schedule public fingerprinting, appointments, and interviews.
- Handle confidential information in accordance with privacy legislation.
- Process all court ordered sign-ins by accused
- Update and maintain door knock compliance check books to allow officers to complete compliance checks on persons who are either in the accused or probation category

## Criminal Reference Check Process

- Receive, review, and process criminal record check applications (standard, vulnerable sector, and judicial matters).
- Verify applicant identity through valid government-issued photo identification.
- Ensure all forms are complete and signed before processing.
- Enter applicant data into police and national database systems (e.g., CPIC, local RMS).
- Conduct name-based and, where applicable, fingerprint-based record checks.
- Determine eligibility for vulnerable sector screening in compliance with RCMP policy.
- Evaluate results and identify any criminal history, pending charges, or relevant information.
- Prepare, print, and issue completed record check certificates to applicants.
- Maintain logs and secure records of all processed applications.
- Respond to applicant inquiries regarding processing timelines or procedures.
- Manage confidential criminal record information with strict adherence to privacy laws.
- Liaise with internal staff and the RCMP as needed for clarification or verification.
- Track daily volumes, reconcile payments, and prepare summary reports as required.
- Ensure accurate destruction or retention of record check documentation per retention policy.

## Court and Records Support

- Prepare and organize disclosure packages and case files for court.
- Track and file subpoenas, warrants, and summonses.
- Maintain accurate records of court dates, charges, and case outcomes.
- Communicate with Crown attorneys, defense counsel, and court clerks.
- Provide officers and investigators with timely court scheduling information.
- Maintain secure custody and chain of evidence for exhibits and documents.
- Generate court-related correspondence and update internal databases accordingly.
- Download and disclose cell block and internal videos for court purposes

## Cell and Security Monitoring

- Observe detainees via live video surveillance to ensure safety and compliance.