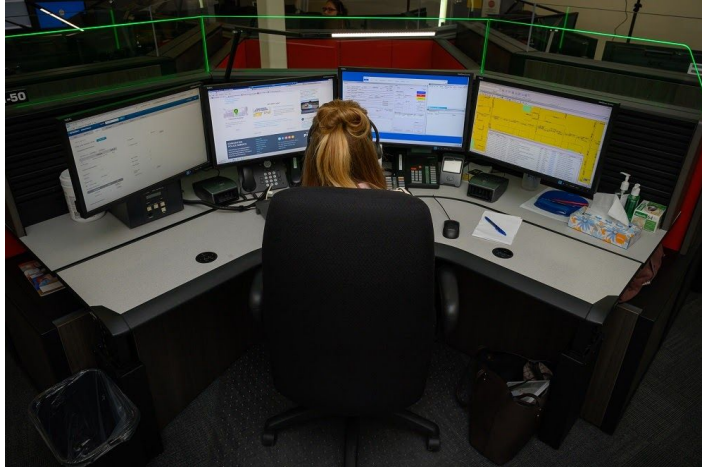




# Edmonton Police Service's Police Communications Branch

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## About Us

The Edmonton Police Service's Emergency Communications Centre is the critical first contact between the public and the City's emergency services (Police, Fire, and EMS).

Our Emergency Communications Officers (ECOs) provide timely, professional response to the public. During an emergency, our ECOs are the reassuring, calm voice that ensures public and officer safety. ECOs are the first point of contact, and they are the vital link that keeps Edmonton safe.

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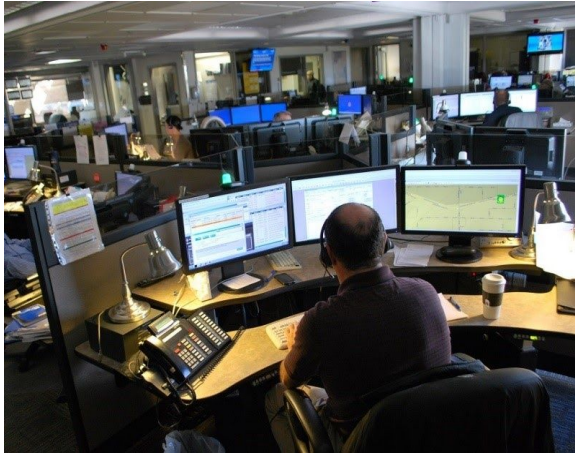
***We are the first point of contact for all 9-1-1 calls for Police, Fire, and Emergency Medical Services. As professional emergency communicators, our mission is to efficiently and effectively provide public safety assistance to all people at all times.***

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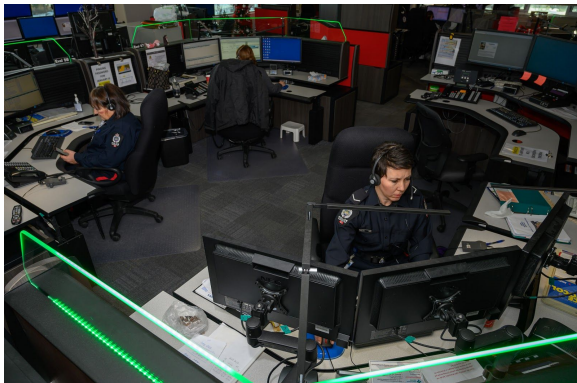
**Police Communications Branch**  
**Emergency Communications Officer**

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## What Do ECOs Do?

- Answer 911 and non-emergency calls from the public
- Triage, transfer or evaluate and assess all calls received
- Input and prioritize information using a computer-aided dispatch program
- Transfer calls to appropriate emergency response agency
- Provide timely, professional responses to the public
- Remain calm and composed while performing multiple tasks effectively and simultaneously





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## Self-Assessment

### Am I able to...

<input type="checkbox"/> Y <input type="checkbox"/> N	Work and learn in a fast-paced and ever-changing work environment?
<input type="checkbox"/> Y <input type="checkbox"/> N	Learn in a variety of settings (classroom, one-on-one coaching, online, etc.)?
<input type="checkbox"/> Y <input type="checkbox"/> N	Quickly grasp and comprehend training materials and procedural information?
<input type="checkbox"/> Y <input type="checkbox"/> N	Interact in a professional and calm manner, even under pressure?
<input type="checkbox"/> Y <input type="checkbox"/> N	Maintain a high level of professionalism, both on and off duty?
<input type="checkbox"/> Y <input type="checkbox"/> N	Work collaboratively and productively with coworkers and superiors?
<input type="checkbox"/> Y <input type="checkbox"/> N	Operate within a paramilitary working environment (i.e. take directions from your superiors in front of coworkers)?
<input type="checkbox"/> Y <input type="checkbox"/> N	Work in an office environment with scheduled breaks?
<input type="checkbox"/> Y <input type="checkbox"/> N	Gain a sense of satisfaction from keeping our community safe?
<input type="checkbox"/> Y <input type="checkbox"/> N	Work rotating shifts (days, evenings, nights), including weekends and holidays; potentially missing personal/family events?
<input type="checkbox"/> Y <input type="checkbox"/> N	Commit to deliver excellent service to the public?
<input type="checkbox"/> Y <input type="checkbox"/> N	Emotionally disengage to complete my tasks when dealing with situations involving suffering, tragedy, and other emergencies?
<input type="checkbox"/> Y <input type="checkbox"/> N	Solve problems under pressure?
<input type="checkbox"/> Y <input type="checkbox"/> N	Assess my strengths and weaknesses and seek opportunities for self-improvement?
<input type="checkbox"/> Y <input type="checkbox"/> N	Do my ordinary duties extraordinarily well with competence, commitment, and compassion?



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**Do I have...**

<input type="checkbox"/> Y <input type="checkbox"/> N	Critical thinking abilities and excellent multi-tasking skills?
<input type="checkbox"/> Y <input type="checkbox"/> N	A strong support system for debriefing and emotional support?
<input type="checkbox"/> Y <input type="checkbox"/> N	Self-care strategies to maintain work-life balance?
<input type="checkbox"/> Y <input type="checkbox"/> N	The support of my family to commit the time required studying numerous materials during the training process?
<input type="checkbox"/> Y <input type="checkbox"/> N	The ability to concentrate, read, and comprehend training materials required to be successful in the training process?
<input type="checkbox"/> Y <input type="checkbox"/> N	The self-confidence to be assertive when the situation demands it?

If you answered **YES** to all the above questions, then you should consider starting a meaningful career with us at the Edmonton Police Service's Police Communications Branch as an Emergency Communications Officer.



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## It's time to make the switch. Join EPS.



Bored at your current job? Want to help give back to your community? The search is over. Collect big career rewards as an Emergency Communications Officer.

### **Requirements:**

A list of all requirements can be found on the City of Edmonton website, [here](#). Along with meeting the position's classification requirements, the EPS requires all ECOs to:

- ☐ Meet Hearing Standards,
- ☐ Pass an EPS security clearance check and maintain clearance status, and
- ☐ Be willing to work in either PCB location.





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**Sample work schedule after successfully completing the 911 training program:**

**2<sup>nd</sup> watch: 0500 – 1700 hrs (2 weeks of 2<sup>nd</sup> watch)**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	0500 - 1700	0500 - 1700	Day Off	Day Off	0500 - 1700	0500 - 1700
0500 - 1700	0500 - 1700	0500 - 1700	Day Off	Day Off	0500 - 1700	0500 - 1700
0500 - 1700						

**3<sup>rd</sup> watch: 1700 – 0500 hrs (2 weeks of 3<sup>rd</sup> watch)**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	Day Off	Day Off	1700 - 0500	1700 - 0500	Day Off	Day Off
Day Off	Day Off	Day Off	1700 - 0500	1700 - 0500	Day Off	Day Off
Day Off						