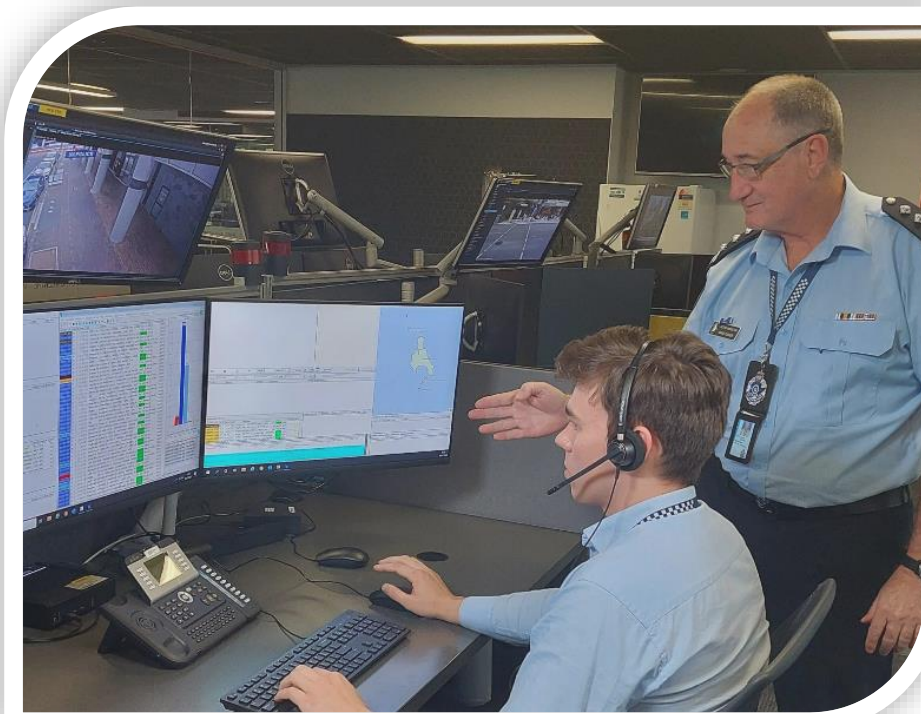


Road Policing and Regional Support Command Communications Group

AO4 COMMUNICATIONS OPERATOR

Triple Zero Call Taker & Police Dispatcher



Recruitment Information Guide



Communications Group – Who are we?

The Police Communications Group is staffed by Communications Operators, Police Officers and a range of corporate staff who are committed to providing high quality, customer focused emergency call and dispatch services across Queensland.

We are committed to delivering a healthy, safe, positive, and inclusive workplace with a diverse workforce that reflects the community we serve.

There are currently Police Communication Centres (PCC) at the following locations:

Brisbane	Beenleigh	Ipswich
Toowoomba	Maroochydore	Gympie
Maryborough	Bundaberg	Gladstone
Townsville	Cairns	Mackay

Please Note - when completing your application, you will be applying for a position within a specific Police Communications Centre (PCC) as advertised on the vacancy.

Communications Operator Role

As a Communications Operator you are the first point of contact for members of the public requesting assistance via emergency Triple Zero (000) calls.

Communications Operator also provide Police with accurate, relevant, and timely information and support through a range of information management systems and communications equipment including radio telecommunications systems.



As a Communications Operator, you will undertake shift work on a 24/7 basis to assist the Queensland community.

Shift work means that you will sometimes be rostered on Public Holidays, evenings, nights, and early mornings.

Full time shift working Communications Operators predominately work 8hr shifts (inclusive of a 30-minute paid meal break), over a nine-day fortnight (72.5 hours per fortnight).



Communications Operator Role

The full-time salary for a Communications Operator is an AO4 level under the Qld *Public Sector Act 2022*.

Salary per annum: \$86909 to \$92502*

Salary per fortnight: \$3331.20 to \$3652.80*

Communications Operators receive additional entitlements for working shift such as:

- 🎖 15% penalty for shifts that commence after 12:00 midday and before 6pm (Monday to Friday inclusive)
- 🎖 20% Late Night penalty for shifts that commence at or after 6pm and before 6am
- 🎖 Time and half for Saturday shifts
- 🎖 Double time for Sunday shifts
- 🎖 5 weeks paid recreation leave per year (for shift workers)
- 🎖 27.5% leave loading on recreation leave (for shift workers)

**Effective 01 July 2024*

**** Appointments for the Communications Operators will be made pursuant to the provision of the Public Sector Act 2022. Terms and conditions of employment will be in accordance with the Queensland Public Service Officers & Other Employees Award – State 2015 and the current State Government Entities Certified Agreement 2019.**

How to Apply

1. Submit a written statement of **no more** than two (2) A4 pages outlining your suitability for the position by addressing the Key Accountabilities at the level of the Leadership stream indicated on the Position Description. Your statement should include examples of previous performance and demonstrate leadership behaviours at the level of the Leadership stream. Be prepared to discuss/reflect on these behaviours if you are invited to attend an assessment/interview.
2. Provide a comprehensive current CV outlining your educational qualifications, work history and experiences **relevant to this role**.
3. The CV should include contact details of two referees, including your current manager or supervisor.

Permission will be sought from shortlisted applicants to contact referees so that current employment is not jeopardised.

Our selection panel may decide to contact your nominated referees at any time during the selection process. If adverse information is received about you from a referee, the selection panel will give you the opportunity to respond to that information.



The Interview Process

Short listed applicants will be required to:

1. Undergo typing, call taker simulation, and cognitive ability assessments.
2. Participate in a formal panel interview.
3. Complete relevant police and employment clearances.
4. Take part in a full psychological assessment to evaluate characteristics required of the role of Communications Operator – Triple Zero Call Taker & Police Dispatcher within the Queensland Police Service.
(Steps 3 and 4 are completed post-interview for those candidates assessed as suitable at this stage of the process. The outcomes from the psychological assessments are unappealable)
5. Referee checks to confirm panel recommendations. Issues such as integrity, character and conduct for appointment as a Communications Operator – Triple Zero Call Taker & Police Dispatcher may be addressed.





Post Interview Process

The interview will provide you with an opportunity to demonstrate your merit against each selection criteria using your level of life experience, communication skills and interpersonal skills, and overall personal suitability to undertake the role of a Communications Operator.

If assessed as suitable applicants are then required to undergo a police and employment clearance, and psychological assessment.

Successful candidates must then provide a hearing assessment by a QPS approved PEMS provider.

The hearing assessment will include Pure Tone Audiometry and a Speech Discrimination Assessment. For Pure Tone Audiometry, a loss of 25 decibels or more at 500, 1000, 2000Hz and/or a loss of 40 decibels or more (at 4000, 6000, 8000Hz) is considered significant and is normally unacceptable for recruiting purposes.

For the Speech Discrimination Assessment, a score of 90% or greater is required.

Where an applicant normally uses hearing aids, testing is to be conducted with the use of those aids.

Successful applicants will be required to undertake regular hearing testing as part of their employment.

Successful applicants may be required to undergo alcohol and/or other drug testing in accordance with the Service Policy and the Police Service Administration Act 1990.



Still Need More Information?

This Information Kit should be read in conjunction with the Queensland Police Service Application Guide and the Communications Operator position description.

Applicants are advised that whilst performing the duties of the position they may be exposed to material (written, visual and audio) of a graphic and sensitive nature. You should consider the above information and your personal resilience and coping strategies to sustain working in environments that may expose you to such events and/or material.

If you have any further questions regarding the Communications Operator recruitment and selection process, please email the recruitment team on Staffrecruitment.Communications@police.qld.gov.au

Thank you for your interest in the Qld Police Service.
For further information about Queensland Police Service, please visit the Queensland Police Service Website.
<https://www.police.qld.gov.au/>