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The City work for you.



## Commander, Calgary 9-1-1

If you are committed to public service, enjoy collaborating with others, share our [values](#) have a desire to learn and grow, join The City of Calgary. City employees operate the facilities, deliver the services and run the programs which make a difference in our community. We support work-life balance and offer competitive wages, pension and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

An exciting opportunity exists to join Calgary Community Standards (CCS) in the lead role of Commander, Calgary 9-1-1. This role leads a team of over 300 dedicated professionals to optimize the service delivery of Public Safety Answering Point (PSAP) services to citizens as well as call evaluation and dispatch services for key primary stakeholders and other secondary customers. This position is responsible for the oversight of all aspects of day to day operations and the execution of Calgary 9-1-1's strategic direction. The Commander effectively manages relationships with internal and external stakeholders such as the Calgary Fire Department, Calgary Police Service, Bylaw Enforcement, Compliance Services, Alberta Health Services and other rural fire departments. This position reports to the Director of Calgary Community Standards and is accountable to the Calgary 9-1-1 Board of Governors. Responsibilities include:

- Employs a collaborative approach and robust communication to foster strong relationships and promote a culture of caring and respect.
- Provides leadership, support and direction to foster a high performance team environment.
- Creates and maintains strong connections with internal and external first responder agencies.
- Accountable for the development and execution of the strategic direction of the Board of Governors, crisis and risk mitigation, business planning and developing strategic budgets in 4-year cycles.
- Responsible for the overall technology strategy and learning & development strategy for CCS.
- Develops and implements short and long term operational plans, policies and procedures.
- Participates as a member of the Calgary Community Standards senior leadership team.

### Qualifications

- A degree in Management, Business or other related field. A related Master's degree is an asset.
- A minimum of 10 years of leadership experience in a senior management position, preferably working with a Police, Fire or Medical Service. Leadership experience in large-scale emergency services call centre management is highly desirable.
- Demonstrated competency in strategic thinking, leading and developing others, political acumen, developing strong relationships and communication is required.
- Equivalent combinations of related experience and education may be considered.

### Pre-employment Requirements

- An enhanced security clearance and polygraph will be conducted.
- Successful applicants must provide proof of qualifications.
- Candidates can expect multiple steps in the recruitment and selection process, testing may be conducted.

Union: Exempt  
Position Type: Permanent  
Compensation: Level H \$110,947 – 176,864 per annum  
Hours of work: Standard 35 hour work week  
Audience: Internal/External

Business Unit: Calgary Community Standards  
Location: 3705 – 35 Street N.E.  
Days of Work: This position works a 5 day work week with 1 day off in a 3 week cycle.  
Apply By: January 29, 2021  
Job ID #: 303610

Apply online at [www.calgary.ca/careers](http://www.calgary.ca/careers)

We value diversity of expertise, talent and opinion which creates an innovative and collaborative environment. We are committed to a respectful and inclusive workplace and welcome applications from all qualified individuals.