



Internal JOB POSTING



Posting Date:	October 20, 2026
Closing Date:	Nov 2, 2026
Requisition ID:	2034
Title:	Supervisor, 911 Communications Centre
Branch:	Community Safety
Service:	Operational Command
Bureau:	911 Communications Centre
Salary:	\$127,737 – \$133,766 (Band 9)
Status:	Permanent, Full-Time
Openings:	1
Vacancy Type:	This job has been posted to fill a current vacancy
Location:	Headquarters

Position Purpose

The purpose of the position is to ensure all members of the public within the boundaries of York Region have access to all emergency services through 911 (PSAP) and police dispatch by leading, supervising, supporting and mentoring Communicators.

Major Duties & Responsibilities

Schedule and assign work to Assistant Supervisors, Communicators and Call Takers; assess performance, ensure adherence to regulations and procedures, resolve problems, provide direction and leadership and arrange for staff to maintain and enhance employee skills levels.
Plan for the day-to-day delivery of communication services to meet operational needs.
Liaise with operational personnel to ensure the effective delivery of policing services such as the coordination of dispatch, pursuits and evacuations.
Act as the liaison between the Communications Centre, Information Technology, and Municipal Fire departments with issues relating to the 911 system and radios.
Prepare a daily summary report to be distributed to Command Staff.
Notify the Regional Roads department of all road closures.
Schedule training for outside units to attend Communications to work with Call Takers and Dispatchers.
Review the trainees block report for new Call Takers and Dispatchers at the end of each block.
Coordinate personnel for Search and Rescue callouts.
Brief relief supervisors of current calls on the go, special instructions, radio channels in use and other pertinent information.

This position description is intended to describe the general level and nature of the position, and is not intended to represent an exhaustive list of all tasks assigned in the performance of this position.

Education, Licensing & Certifications

Successful completion of a two (2) year post-secondary diploma in a related field such as Emergency Communications.
Equivalent experience would be considered in the absence of required education.

Experience

Minimum five (5) years previous experience as a qualified Police Communicator is required.
One (1) year of previous experience as a Supervisor, Assistant Supervisor, or acting Supervisor within 911 Communications is required.

Skills

Experience as a Communicator, and knowledge in CAD, Versadex, RMS, CPIC, NICE, PARIS, CFRO, LEIP, LOCS, CNI, CPIC, T911 and Solacom Guardian.
Expert knowledge of Communications operations with a Police Communications environment and the ability to operate Communications equipment.
Knowledge of emergency system processes, organizational structure and hierarchy and Communications processes.
Excellent communication skills, verbal and written
Problem solving abilities in order to calmly identify solutions to high crisis situational and emergency calls.
Communication and interpersonal skills to interact with YRP members at all ranks, other police services, Fire and EMS services and the general public to ensure overall safety and security within York Region.

How To Apply

Members must submit their application directly to the posting on the Careers section through the SuccessFactors Dashboard by the closing date in order to be considered for this opportunity as an internal applicant.
Please include a personal email address on your resume to ensure you receive all notifications regarding the recruitment process.
Questions regarding this position should be directed to Kristine Ockwell #5791, Supervisor – Civilian Recruiting Unit.

York Regional Police has implemented a Hybrid Remote Work option that is offered to various positions in the organization. Further detail can be discussed during the recruitment process.

Please note this is an internal job posting, no external applications will be considered at this time.
In accordance with Article 35 of the Civilian Working Agreement, all resumes must be received by the closing date. Resumes received after this date will be considered external candidates.

York Regional Police is committed to fairness and equity in our recruitment and selection process, and in building and retaining a talented and diverse workforce representative of the community we serve. All York Regional Police employment policies and procedures are intended to be non-discriminatory and barrier-free, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005.

Accommodations for applicants with disabilities are available upon request during recruitment processes and throughout employment. Should you require an accommodation during the recruitment and selection process, including accessible formats and communication supports, please contact talent@yrp.ca.

VISION-INSPIRED

MISSION-FOCUSED

VALUES-DRIVEN

