

City of Winnipeg Fire Paramedic Service



Application Manual
Communication Operator

August 2022

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MESSAGE FROM THE CITY OF WINNIPEG FIRE PARAMEDIC SERVICE:

The Winnipeg Fire Paramedic Service (WFPS) employs a team of dedicated front-line emergency staff, along with committed personnel in communications, training, public education, fire prevention, stores, mechanical services and administrative support staff.

The WFPS is an integrated Fire and EMS service with a team of trained professionals who are multi-faceted and capable of providing both fire and medical based emergency services to the citizens of Winnipeg.

WFPS personnel are the first to respond to an emergency situation such as: fires, medical or trauma incidents, motor vehicle collisions, industrial accidents or hazardous material spills.

Lives often depend on the quick action and competent care provided by emergency crews. If you are seeking an exciting and dynamic career in the broad arena of emergency response, WFPS offers exciting opportunities in the firefighter, emergency medical, and communications fields.

Our recruitment policies and procedures are based on the premise that the Firefighter Paramedics and Paramedics comes to us with qualifications obtained from a Canadian Medical Association (CMA) (prior to February 2018) or Accreditation Canada (after February 2018) program. Firefighter Paramedics and Firefighters come to us with qualifications obtained from an IFSAC or ProBoard Accredited program. Communications Operator come to us with qualifications obtained from a Canadian recognized program.

Applicants interested in a career with the City of Winnipeg Fire Paramedic Service are invited to become part of a specialized team and are encouraged to apply during an open recruitment process. WFPS positions will be advertised through the City's website at <https://winnipeg.ca/hr/> and more information can be obtained on the WFPS website at <https://winnipeg.ca/fps/careers/> for a complete Checklist of Requirements, and application forms.

APPLICATIONS WILL ONLY BE ACCEPTED DURING AN OPEN RECRUITMENT PROCESS.

EQUITY, DIVERSITY AND INCLUSION POLICY AND STRATEGY:

The City of Winnipeg and the Winnipeg Fire Paramedic Service continue to face many new and exciting challenges. The changing demographics of our population provide us with an opportunity to serve an increasingly diverse community and workforce. The City of Winnipeg Fire Paramedic Service is committed to broadening and strengthening our approach to equity, diversity, and inclusion to help ensure the workforce reflects the community we serve at all levels of the organization.

Indigenous persons, women, racialized peoples, persons with disabilities, 2SLGBTQ+ peoples and Newcomers are encouraged to apply and self-declare. These six equity groups align with the *Manitoba Human Rights Code of Manitoba* and various human rights related organizational strategies.

Candidates must be qualified and capable of successfully performing the job of a Communications Operator, Firefighter Paramedic, Firefighter or Primary Care Paramedic. These jobs demand vigorous physical abilities, coupled with high mental and academic requirements.

Requests for reasonable accommodation will be accepted during the hiring process.

COMMUNICATION OPERATOR

JOB PROFILE:

The Communication Operator is the vital link and trusted lifeline between members of the public and emergency fire and medical services.

Under the general direction of the Communications Supervisor, the Communication Operator is responsible for answering, processing, prioritizing calls for emergency fire and medical services and elective transfers.

This position is responsible to determine the resources required to be dispatched in accordance with triage information, policies and procedures, computer aided geographic information and status data provided by field personnel; ensures rapid and accurate dispatch of department resources to fire, medical, and related incidents; and provides regular information updates to all field personnel and other emergency services, agencies and institutions of incidents and situations as required.

DUTIES AND RESPONSIBILITIES:

- ☞ Receive emergency calls for assistance.
 - Answer and processes emergency calls for service and requests for assistance, entering the information into the computer aided dispatch system; obtains essential information from callers and triages the nature of injuries and illnesses using a medical telephone triage model; obtains essential information from callers and categorizes fire incidents using a fire telephone categorization model; prioritizes the incident appropriately, taking into consideration all of the pertinent factors.
 - Provide post-dispatch and pre-arrival instructions to callers as required.
- ☞ Dispatch of resources.
 - Receive triage information for fire, medical, and related emergency calls; identify and rapidly dispatch appropriate field resources in accordance with established policies, procedures, and requirements.
- ☞ Monitor, coordinate and provide support to responding units.
 - Operate a multi-talk group emergency radio system, computer aided dispatch system, telephone communications system, and associated communications sub-systems.
 - Monitor and control radio, telephone, and computer communications such that efficient and essential communications are maintained.
 - Receive, record, and maintain support information regarding water supply, street network systems, other agencies, or incident updates to advise field personnel of changing conditions which may impact the delivery of an effective and efficient emergency service.
 - Monitor field resource levels and distribution patterns and advises and instructs with respect to re-positioning of fire and other field resources.
- ☞ Receive non-emergency and administrative calls for assistance.
 - Answer and process non-emergency calls for service and administrative requests for assistance, entering the information into the computer aided dispatch system as required; refer callers to appropriate agencies or other WFPS branches as appropriate.
- ☞ Inter-agency notification.
 - Advise police and other agencies of incidents and situations requiring their involvement.
 - Receive, relay and provide information from and to police, hospitals and other agencies and institutions as required.
 - Arrange for and coordinates WRHA Respiratory Therapist escort for inter-facility transfers, when required.
 - Implement support procedures involving the assistance of other emergency services and specialized agencies.
- ☞ Administrative Notification and Documentation.
 - Advise supervisory and senior management personnel of calls for service, incidents and situations requiring their attention.
 - Record and maintain operational and administrative information related to calls for service, incidents and situations.
 - Prepare accurate maintenance and work order reports, equipment inventory records, and initiate emergency call-out procedures of maintenance technicians and support personnel in accordance with established priorities.
- ☞ Provide support, coaching or consoling, mentoring to fellow workers.
- ☞ Perform other related duties consistent with the classification, as required.

EDUCATION AND QUALIFICATIONS REQUIRED:

The following documents will be required of all applications at time of application. Applications submitted without **REQUIRED** documentation listed below will not be considered.

- ☞ Proof of being a Canadian Citizen or Permanent Resident (Landed Immigrant) (photocopy of birth certificate, passport, or permanent resident card).
- ☞ Proof of completion of Grade 12 High School Diploma according to Canadian Provincial Standards, GED or equivalent (photocopy of diploma and/or transcript of marks).
 - Applicants who were educated outside of Canada must have their academic credentials assessed in order to determine and submit a Canadian Grade 12 equivalent.
 - For more information, please visit <https://www.cicic.ca/1374/obtain-an-academic-credential-assessment-for-general-purposes/index.canada>.
- ☞ Proof of completion of a Canadian recognized Emergency Medical Responder (EMR) Program or equivalent (minimum) (photocopy of diploma and transcript of marks).
- ☞ Must possess and maintain a valid College of Paramedics of Manitoba Technician Certificate of Practice (minimum) in good standing (photocopy).
 - Provincial equivalents will be accepted, however, out of province applicants must show proof of having transferred their license to Manitoba prior to their first day of employment.
 - You must enroll in the College of Paramedics of Manitoba (CPMB) for continued maintenance and renewal of your license.
 - For more information, please visit the College of Paramedics at <https://collegeparamb.ca/>.
- ☞ Canadian recognized Medical Terminology Program (preferred).
- ☞ *International Association of Emergency Dispatch (IAED) Certification in Medical Priority Dispatch System (MPDS) and/or Fire Priority Dispatch System (FPDS) (preferred). **Or the** Ability to obtain certification in the Medical Priority Dispatch System and Fire Priority Dispatch System **upon hiring.***

PREFERRED QUALIFICATIONS:

- ∞ Fluency in both official languages (French and English) (preferred).
- ∞ Experience in an emergency dispatch centre or in a radio-telecommunications environment (preferred).
- ∞ Ability to work in a Windows environment and to learn and work with various software packages including applications such as Word, Excel, Outlook, and internal systems, as assessed in Step 2 of the recruitment process.
- ∞ Ability to function in a multi-tasking environment, reacting appropriately to multiple aural and visual inputs, remaining calm, composed, professional, effective, making appropriate operational decisions, acting decisively, providing high quality customer service under pressure in fast-paced and stressful conditions as assessed in Step 2 of the recruitment process.
- ∞ Comprehensive knowledge of city streets, areas and neighborhoods in Winnipeg, as assessed in Step 3 of the recruitment process.
- ∞ Ability to communicate accurately and effectively with the public, Fire Paramedic Service personnel, and personnel from other emergency and support agencies, by telephone and radio and to control the exchange of information with emergency callers as assessed in Step 3 of the recruitment process.
- ∞ Ability to work independently and as a member of a team, and to foster a positive, respectful, safe and healthy work environment.
- ∞ Knowledge and ability to apply conditions of FIPPA and PHIA.
- ∞ Ability to acquire within three (3) months working knowledge of the City and the WFPS's:
 - Standards, directives, guidelines, protocols, policies, procedures, and practices relevant to this position's responsibilities.
 - Familiarity with the specific systems and processes in place within WFPS.
 - Operation of computerized communications equipment.
 - Current locations and status of on-duty units and other resources and of incidents in progress.
- ∞ A post-secondary degree or diploma and/or classes in a related field.

CONDITIONS OF EMPLOYMENT:

The following documents will be required of all applicants at time of conditional offer of employment. Please do **NOT** submit documentation listed below until advised as they need to be as current as possible.

- ☞ The successful applicant must possess and maintain legal eligibility to work in Canada.
- ☞ Proof of COVID -19 Vaccination by providing a Government of Manitoba issued QR code and photo identification.
- ☞ Must possess and maintain a valid College of Paramedics of Manitoba Technician Certificate of Practice (minimum) in good standing (photocopy).
 - Provincial equivalents will be accepted, however, out of province applicants must show proof of having transferred their license to Manitoba prior to their first day of employment.
 - You must enroll in the College of Paramedics of Manitoba (CPMB) for continued maintenance and renewal of your license.
 - For more information, please visit the College of Paramedics at <https://collegeparamb.ca/>.
- ☞ Clear Level 2 Security Check with the Winnipeg Police Service to be acquired prior to hiring. Check will be scheduled by the Winnipeg Fire Paramedic Service with the Winnipeg Police Service. Applicants will only be scheduled for this check if they are successful through the recruitment process. Testing must be current and have been completed within the previous twelve (12) months.
- ☞ Valid Police Information Check and Police Vulnerable Sector Check (original copy) from the City of Winnipeg Police Service (RCMP or provincial equivalent), satisfactory to the employer.
 - Documentation must be current and have been completed within the previous thirty (30) days prior to date of employment.
 - This document will be required from the successful candidate, at their expense.
 - Any infractions, offences or investigations occurring prior or after application submission must be reported to the WFPS.
 - For more information please visit: <https://winnipeg.ca/police/pr/PIC.stm#online>.
- ☞ Valid Child Abuse Registry Check (original copy) from the Government of Manitoba Child Abuse Registry Unit (or provincial equivalent), satisfactory to the employer.
 - Documentation must be current and have been completed within the previous thirty (30) days prior to date of employment.
 - This document will be required from the successful candidate, at their expense.
 - Any infractions, offences or investigations occurring prior or after application submission must be reported to the WFPS.
 - For more information please visit http://www.gov.mb.ca/fs/childfam/child_abuse_registry.html.
- ☞ Valid Adult Abuse Registry Check (original copy) from the Government of Manitoba Adult Abuse Registry Unit (or provincial equivalent), satisfactory to the employer.
 - Documentation must be current and have been completed within the previous thirty (30) days prior to date of employment.
 - This document will be required from the successful candidate, at their expense.
 - Any infractions, offences or investigations occurring prior or after application submission must be reported to the WFPS.
 - For more information please visit http://www.gov.mb.ca/fs/pwd/adult_abuse_registry.html.
- ☞ Meet current Winnipeg Fire Paramedic Service Vision Standards.
 - Uncorrected visual acuity – distant – not less than 20/40 vision both eyes open
 - Corrected visual acuity – distant – not less than 20/30 both eyes open with corrective lenses; without correctives lenses at least 20/40 both eyes
 - Ocular disease – free from diseases that impair visual performance as indicated by the requirement above, or will produce sudden, unpredictable incapacitation of the visual system.

PLEASE NOTE:

- Documentation must be current and have been completed within the previous twelve (12) months prior to date of employment.
- This document will be required from the successful candidate, at their expense.
- Tests must be submitted on the City of Winnipeg form and can be printed off on our website at www.winnipeg.ca/fps/careers/.
- This form was updated June 14, 2019 and vision requirements have changed. We require the most up to date form to be submitted.

☞ Meet current Winnipeg Fire Paramedic Service Hearing Standards.

- Normal unaided hearing thresholds no greater than 30 decibels in each ear at 500 Hz, 1000 Hz and 2000 Hz and no significant loss in higher frequency.
- Test results must include all of the following frequencies: 500, 1K, 2K, 3K, 4K, 6K and 8K Hz.

PLEASE NOTE:

- Documentation must be current and have been completed within the previous twelve (12) months prior to date of employment.
- This document will be required from the successful candidate, at their expense.
- No standard City of Winnipeg form required.

☞ The successful candidate will be required to undergo and pass a medical examination administered by the City of Winnipeg Occupational Health Branch.

☞ The successful candidate will be required during the departmental orientation, achieving a passing standard of 85% for each WFPS examination and 80% for each Emergency Telecommunicator (ETC) examination, as outlined in the student handbook which will be provided prior to the start of the orientation.

☞ Willingness and ability to work extended or varied hours. The hours of work are full-time – 84 hours biweekly – platoon system – rotating 12 hour shifts (4 shifts on – 2 day shifts and 2 night shifts – and 4 days off).

☞ Willingness and ability to successfully complete additional training and/or certificates relevant to this position's duties within specified timeframes, if requested by WFPS management.

HOW TO APPLY:

- ∞ Applicants interested in a career with the City of Winnipeg Fire Paramedic Service are invited to become part of a specialized team and are encouraged to apply during an open recruitment process. WFPS positions will be advertised through the City's website at <https://winnipeg.ca/hr/> and more information can be obtained on the WFPS website at <https://winnipeg.ca/fps/careers/> for a complete Checklist of Requirements, and application forms.
- ∞ Please note that online, faxed or emailed applications will not be accepted for this recruitment. Applications may be done in person or mailed to the following address:

Recruitment – Human Resources
Winnipeg Fire Paramedic Service
2nd Floor, 185 King Street
Winnipeg, Manitoba, R3B 1J1
- ∞ Applications must include all REQUIRED documentation as noted in the job posting.
- ∞ Applications submitted without REQUIRED documentation as noted in the job posting will not be considered.
- ∞ Please note that all applicants which are successful to move to Step 2 of the recruitment process will be **invoiced** \$121.00 (plus GST) Administrative Processing Fee after completion of the assessments. The fee covers the costs of written tests which need to be ordered and proctored; medical drug screening kits and licensing fees for testing. Please do **NOT** submit this information at time of application.
- ∞ The City of Winnipeg uses the Korn Ferry Leadership Architect Competency Model as part of the recruitment process. For more information please refer to our Frequently Asked Questions at the end of this application manual or <https://www.winnipeg.ca/hr/YourCareer.stm>.

SELECTION PROCESS:

The Winnipeg Fire Paramedic Service selection process for new recruits consists of the following steps. Failure to meet the minimum requirement of any step will result in the disqualification of the applicant from further consideration for the duration of the recruitment process. Any applicant not being advanced at any point in the recruitment process will be advised. Please visit the Winnipeg Fire Paramedic Service website at <http://www.winnipeg.ca/fps/careers/> for more information.

- STEP 1: Application / Pre-Screen
- STEP 2: Multitasking Aptitude Assessment / Behavioural Screening Assessment
- STEP 3: Panel Interview / Map Reading Assessment / 911 Simulation Assessment / WPS Level 2 Security Check
- STEP 4: Selection Committee / Eligibility List
- STEP 5: Reference Check / Conditional Offer of Employment / Medical Assessment

STEP 1: APPLICATION / PRE-SCREEN:

It will be the applicant's responsibility to ensure that the application and have been received and that the minimum qualifications have been met. Should any of the documentation be missing, the application will not be considered complete and will not be processed any further. Documents will not be returned. Please note that online, faxed or emailed applications will not be accepted for this recruitment. Applications may be done in person or mailed to the following address:

Recruitment – Human Resources
Winnipeg Fire Paramedic Service
2nd Floor, 185 King Street
Winnipeg, Manitoba, R3B 1J1

Only those applicants who have submitted all their documentation and have met the requirements of the first step of the process will be contacted to proceed to Step 2. Those who did not meet the requirements of Step 1 will be advised in writing of their eligibility to re-apply.

PASS

☞ Application documents are pre-screened. If deemed viable, applicant may advance to the next step.

FAIL

☞ Will be advised in writing of eligibility to re-apply.
☞ Start again at Step 1 if eligible to re-apply.

STEP 2: MULTI-TASKING APTITUDE ASSESSMENT / BEHAVIOURAL SCREENING ASSESSMENT:

Applicants that meet the required qualifications may be eligible to proceed to the Multitasking Aptitude Assessment. This is a computer based test which is 2 hours in duration and assesses multi-tasking, decision making, keyboarding, data entry, call summarization, cross referencing, character comparison, memory recall, prioritization, map reading, spelling, sentence clarity and reading comprehension skills. Applicants need to successfully achieve a score of 85% or higher in this assessment.

Applicants having successfully completed the Multitasking Aptitude Assessment will be allowed to move forward and attempt the Behavioural Screening Assessment. This is a written assessment which is approximately 1 hour in duration and will determine the behaviour types most suited to be successful in working within a communication centre. Applicants need to successfully achieved a score of 50% or higher in this assessment.

Only those applicants who have successfully completed all pre-screening assessments in Step 2 will be scheduled for a Panel Interview / Map Reading Assessment / 911 Simulation Assessment / WPS Level 2 Security Check. Those who did not meet the requirements of Step 2 will be advised in writing of their eligibility to re-apply.

Important Administrative Processing Fee Notes:

- ⌘ All applicants which are successful to move to Step 2 of the recruitment process will be **invoiced** \$121.00 (plus GST) Administrative Processing Fee after completion of the assessments. The fee covers the costs of written tests which need to be ordered and proctored; medical drug screening kits and licensing fees for testing. Please do **NOT** submit this information at time of application.
- ⌘ All fees collected in the recruitment selection process are non-refundable. If a candidate is not successful or withdraws in any step of the process, fees will not be refunded.
- ⌘ All processing fees may be subject to change.
- ⌘ Payment is non-transferable from person to person.

PASS

- ⌘ Applicant invited Multi-Tasking Aptitude Assessment. If a score of 85% or higher is achieved, applicant may advance to the Behavioural Screening Assessment.
- ⌘ If a score of 50% or higher is achieved, applicant may advance to the next step.

FAIL

- ⌘ Will be advised in writing of eligibility to re-apply.
- ⌘ Will need to indicate in application any initiatives engaged in to improve skills.
- ⌘ Start again at Step 1 if eligible to re-apply.

STEP 3: PANEL INTERVIEW / MAP READING ASSESSMENT / 911 SIMULATION ASSESSMENT / WPS LEVEL 2 SECURITY CHECK:

We use behaviour based and situational based interviewing, which are also structured to ensure fairness to all applicants. It is a standardized method of interviewing designed to measure how you will perform on the job. The questions are based on core and position specific competencies which are essential qualities established that each applicant must satisfy. The purpose of the interview is to assess your ability to understand and adhere to our core values and the character traits required to be successful in this position. Applicants will be provided with realistic work-related scenarios and each scenario of its own requires the candidate to demonstrate a key competency. The interview also consists of a number of behaviour based interview questions on specific competencies and you will be asked to describe your related experience and provide specific examples. As part of the interview team we will assess the candidate's response based on the requirement of the competencies as well as their communication skills, general demeanor and deportment and the candidate will need to reflect the expected behavior. Applicants need to successfully achieved a score of 60% or higher in this assessment. Those who do not meet the requirements of Step 3 will be advised in writing of their eligibility to re-apply.

The Map Reading and 911 Simulation Assessments are verbal tests and the total time allotted will be 15 minutes. These assess map reading, listening, dealing with ambiguity, problem solving, informing, composure, and memorization. Applicants need to successfully achieved a score of 50% or higher in each of these assessments.

Applicants must undergo and pass the Winnipeg Police Service Level 2 Security Check. This check will be scheduled by the Winnipeg Fire Paramedic Service with the Winnipeg Police Service. Applicants will only be scheduled for this check if they are successful up to this stage of the recruitment process and must be acquired prior to hiring. Those who do not meet the requirements of Step 3 will be advised in writing of their eligibility to re-apply.

PASS

- ☞ Applicant invited to panel interview and completes the Map Reading and 911 Simulation Assessments. If a score of 60% or higher is achieved in the panel interview and 50% or higher in the Map Reading and 911 Simulation Assessments, applicant will need to undergo and pass the Winnipeg Police Service Level 2 Security Check.
- ☞ If successful, applicant may advance to the next step.

FAIL

- ☞ Will be advised in writing of eligibility to re-apply.
- ☞ Will need to indicate in application any initiatives engaged in to improve skills.
- ☞ Start again at Step 1 if eligible to re-apply.

STEP 4: SELECTION COMMITTEE / ELIGIBILITY LIST

Once you successfully advance to this step, your file has reached the point where a decision is made. All data is compiled and your file is presented to a Selection Committee. The purpose of the Selection Committee is to offer an objective perspective on your suitability for this position to determine placement on an eligibility list. The decision is based on consideration of your competencies, skills, and job fit.

The Department's hiring needs are difficult to predict and fluctuate as a result of a number of factors (i.e. retirements, city growth, funding / resource availability, etc.). This may mean you have successfully advanced through the recruitment process and will be considered for further consideration for a future recruit class for this position. The eligibility list remains active and does not expire until exhausted. During this period of being on an eligibility list, you do not need to reapply or retest. Please note that being placed on an eligibility list does not constitute an expressed or implied contract or offer of employment for a position with Winnipeg Fire Paramedic Service or any other position with the City of Winnipeg. Those who did not meet the requirements of Step 4 will be advised in writing of their eligibility to re-apply.

PASS

- ☞ A panel reviews entire application file to determine if applicant is suitable.
- ☞ If successful, applicant may be placed on an eligibility list until there are enough open positions available in the department.

FAIL

- ☞ Will be advised in writing of eligibility to re-apply.
- ☞ Will need to indicate in application any initiatives engaged in to improve skills.
- ☞ Start again at Step 1 if eligible to re-apply.

STEP 5: REFERENCE CHECKS / CONDITIONAL OFFER OF EMPLOYMENT / MEDICAL ASSESSMENT:

- ☞ Prior to offering employment, the City of Winnipeg requires that new hires are referenced checked to assess the candidate's suitability for the position. If and when the Department considers an applicant for a conditional offer of employment, at that time reference checks will be conducted. Selected candidates will be provided a conditional offer of employment, and will be scheduled to undergo and pass a medical examination administered by the City of Winnipeg's Occupational Health Branch which includes illegal drug use testing. Any outstanding documentation from the Checklist of Requirements – Section A and B will be required prior to an offer of employment. Those who did not meet the requirements of Step 5 will be advised in writing of their eligibility to re-apply.

PASS

- ☞ Prior to an offer of employment, references will be assessed to determine suitability for the position.
- ☞ Applicant will also be scheduled to undergo a complete medical examination by the City of Winnipeg Occupational Health Branch.
- ☞ If successful, applicant may receive a conditional offer of employment.

FAIL

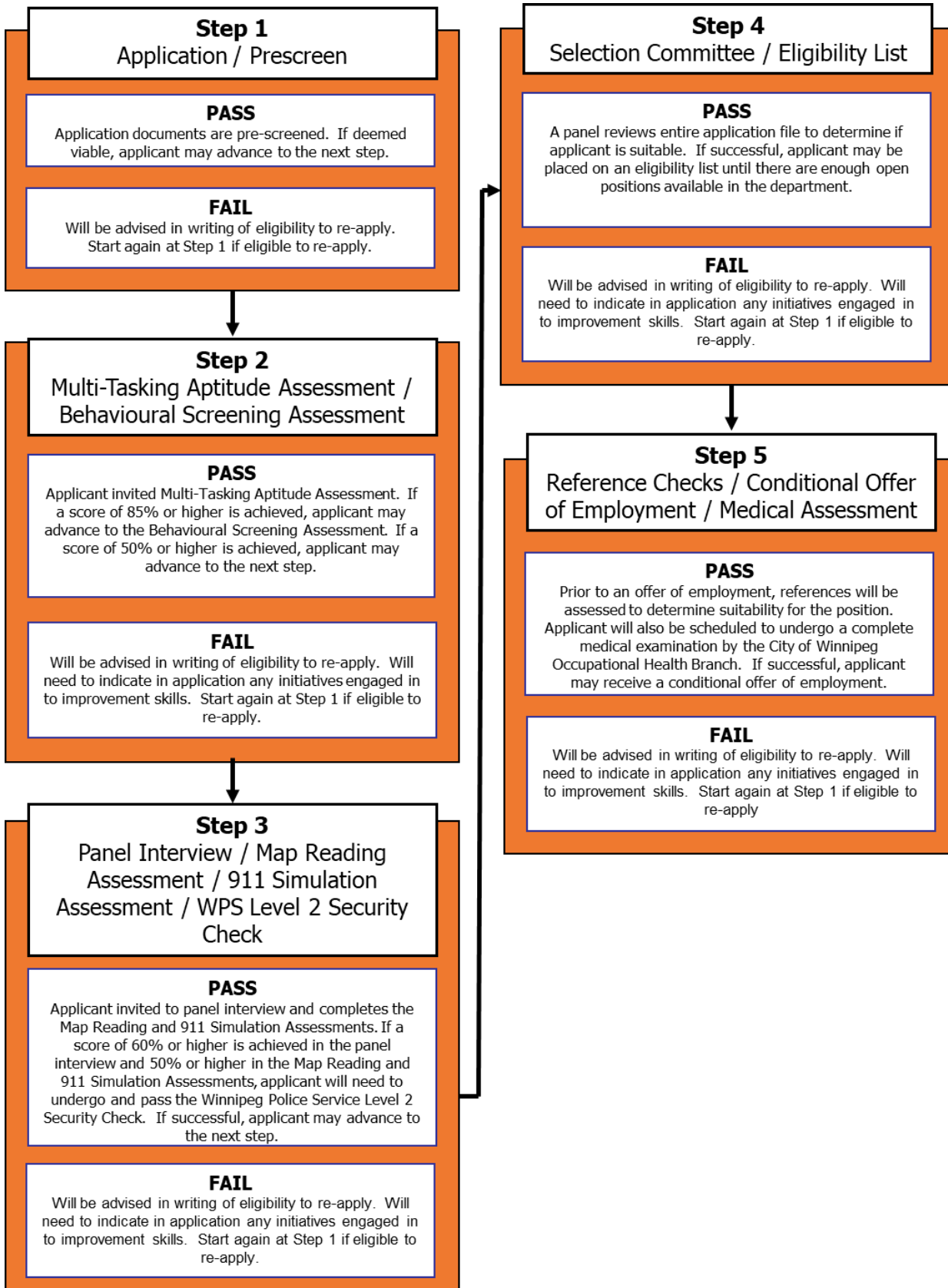
- ☞ Will be advised in writing of eligibility to re-apply
- ☞ Will need to indicate in application any initiatives engaged in to improve skills
- ☞ Start again at Step 1 if eligible to re-apply

The selection process is subject to change and candidates may be subject to other assessments and reviews.

Please be advised that the number of applicants advancing in each stage of the process may be limited.

Any applicant not being advanced at any point in the process will be advised in writing.

SELECTION PROCESS FLOWCHART:



PROBATIONARY PERIOD:

Candidates must satisfactorily complete a probationary period from the date of appointment. The probationary period for a full-time Communication Operator is in CUPE is six (6) months and in MGEU is nine (9) months.

SALARY LEVELS:

Classification	Rate of Pay (Effective February 28, 2021)	
	Biweekly	Annually
Operator – Communications (first 12 months)	\$2,148.12	\$55,851.10
Operator – Communications (after 12 months)	\$2,557.56	\$66,496.64
Operator – Communications (after 24 months)	\$2,931.34	\$76,214.84
Operator – Communications (after 36 months)	\$3,351.65	\$87,142.84
Operator – Communications Senior (after 5 years)	\$3,608.00	\$93,808.11
Operator – Communications Senior (after 6 years)	\$3,716.59	\$96,631.35

BENEFITS:

Benefit costs are a combination of employer paid, employee paid and cost-shared. Benefits offered include:

- ☞ Ambulance and semi-private hospital room coverage
- ☞ Corporate employee wellness programs
- ☞ Dental plan
- ☞ Education, training and staff development
- ☞ Employee and family assistance programs
- ☞ Extended health coverage
- ☞ Group life insurance
- ☞ Long-term disability
- ☞ Maternity / parental leave programs
- ☞ Other benefits
- ☞ Pension plan (defined benefit)
- ☞ Sick leave benefits including family days
- ☞ Travel insurance
- ☞ Uniforms and equipment
- ☞ Vacation leave
- ☞ Vision care

CAREER OPPORTUNITIES:

Progression / application to the following recruitments within the Communications Branch:

- ∞ Senior Communication Operator
- ∞ Alternate Lead Communication Operator
- ∞ Lead Communication Operator
- ∞ Communications Supervisor
- ∞ Communications Training and Quality Officer
- ∞ Manager of Communications

HOURS OF WORK:

- ∞ Platoon System – Rotating Shifts
- ∞ 4 Days On
 - 2 Day Shifts from 07:00 – 19:00 hours (12 hours each)
 - 2 Night Shifts from 19:00 – 07:00 hours (12 hours each)
- ∞ 4 Days Off

FREQUENTLY ASKED QUESTIONS – HOW TO APPLY:

Question: *I've found a job I'm interested in. How do I apply?*

Current City of Winnipeg Employees:

- ☞ To view all current job postings log into PeopleSoft Employee Self Service and follow the navigation: Main Menu > Employee Self Service > Careers > View Latest Jobs.
- ☞ From this location, you can scroll the list of current job openings and apply for a job.
- ☞ City of Winnipeg employees can access PeopleSoft remotely on any personal computer by using one of the following links:

<https://vpn.winnipeg.ca/selfservice>
<https://www.winnipeg.ca/hr/default.stm>

Future City of Winnipeg Employees:

- ☞ To view all current job postings log into the PeopleSoft Portal.
- ☞ From this location you can scroll the list of current job openings and apply for a job.
- ☞ You can access PeopleSoft remotely on any personal computer by using the following link:

<https://careers.winnipeg.ca>

GENERAL INSTRUCTIONS:

- ☞ Be sure to read all of the information on the job posting and follow all of the instructions. This is important for your application to proceed to the next step in the process.
- ☞ Current jobs with the City of Winnipeg are posted under <https://www.winnipeg.ca/hr>.
- ☞ Our TTY number is (204) 986-1311.
- ☞ Apply directly to the current job posting(s) you are interested in. Please note that general applications are not accepted.

APPLY FOR CURRENT GENERAL RECRUITMENT JOB POSTINGS AS FOLLOWS:

- ☞ All City of Winnipeg positions are posted online.
- ☞ Please note that online, faxed or emailed applications will not be accepted for Communication Operator, Primary Care Paramedic, Firefighter Paramedic, or Firefighter recruitments at this time. Applications may be done in person or mailed to the following address:

Recruitment – Human Resources
Winnipeg Fire Paramedic Service
2nd Floor, 185 King Street
Winnipeg, Manitoba, R3B 1J1

APPLY FOR ALL OTHER CURRENT JOB POSTINGS ONLINE AS FOLLOWS:

- ☞ Online applications are preferred for all other job postings which are not listed above. This will ensure that your application details are captured in the most comprehensive manner.
- ☞ To apply online, review the current job postings at <https://www.winnipeg.ca/hr>, locate the position you want to apply for, create an online Careers account or log into your existing account, and complete the application.
- ☞ Visit the PeopleSoft Portal to view and apply for current job postings.
 - Step 1: Visit the City of Winnipeg careers website at <https://www.winnipeg.ca/hr> to view our current job postings.
 - Step 2: Sign In or create an account by selecting 'New User' at the top right of the page.
 - Step 3: Select a posting from the Search Results list.
 - Step 4: Select the Apply for Job button at the top of the page to apply for a job(s).
 - Step 5: Complete the application form.
 - Step 6: Include your resume, a cover letter (if desired) as attachments when prompted. You also have the option to upload any other required attachments that were specifically requested on the posting under the How to Apply Section. A specific step in the application process will prompt you to do so if necessary.
 - Step 7: Review your application and make any changes as required.
 - Step 8: Select Submit Application to complete the process. You will receive a message saying your application has been successfully submitted.

APPLY FOR ALL OTHER CURRENT JOB POSTINGS TO HEADQUARTERS AS FOLLOWS:

- ☞ Applications may also be submitted in person, mailed or emailed to the following address:

Recruitment – Human Resources
Winnipeg Fire Paramedic Service
2nd Floor, 185 King Street
Winnipeg, Manitoba, R3B 1J1
Email: WFPSRecruitment@winnipeg.ca

PLEASE NOTE:

- ☞ Applications must be received by the deadline noted in the posting.
- ☞ Please do not submit any of the documentation listed under Conditions of Employment. Only if you are successful in the recruitment process will you be asked for this information.
- ☞ Applications must include all REQUIRED documentation as noted in the How to Apply Section.
- ☞ Applications submitted without REQUIRED documentation will not be considered.

RESUME AND COVER LETTER:

- ☞ Please review [Resumes, Cover Letters, and Interview Tips](#) for more information on how to prepare your resume and cover letter.

FREQUENTLY ASKED QUESTIONS – APPLICATION PROCESS:

Question: *I found a job that I would like to share with a friend or post on social media. How can I share it?*

- ☞ To share a job with a friend, select the 'Email this Job' link at the top of the job posting.
- ☞ The system will generate an email, which you can personalize with your name and the recipient's name and email address, containing basic information about the job and a link to the full posting on the City Careers website.
- ☞ To post a link to the position on social media (e.g.: to your Facebook page), follow the steps above.
- ☞ The system-generated email contains a URL; instead of sending the email, copy-and-paste the URL to the social media platform(s) of your choice.
- ☞ Users who click the link will be sent directly to the job posting where they can review the job and apply online.

Question: *What are the advantages of applying online?*

- ☞ You can be sure you are providing all the information required to screen your resume.
- ☞ The process is quick and simple.
- ☞ You can maintain an up-to-date online profile, including saving your resume and favourite job searches.
- ☞ You will receive an email confirming your application has been successfully sent in.

Question: *Do I have to create an account to apply for a job online?*

- ☞ Yes. Online applications can only be done through a registered online Careers account.

Question: *I missed the deadline for a position. Can I still apply?*

- ☞ We are unable to accept applications after the deadline.
- ☞ We encourage you to keep your online profile up-to-date, including having a copy of your resume saved online, to ensure you can apply quickly and easily the next time a suitable position is available.

Question: *How do I apply to a specific position?*

- ☞ Select the posting you want to apply to, and click 'Apply for Job'.

Question: *Do I need to fill out an application form if I am providing my resume?*

- ☞ Yes. While some information on the application may be duplicated in your resume, the City's applications have been carefully created to ensure it captures all required information to properly assess your application.

Question: *Do you accept general resumes?*

- ☞ No. Resumes and applications are only accepted for specific, posted positions.

Question: *Who do I address my cover letter to?*

- ☞ Cover letters can be addressed to 'Recruiter' and will be sent to the appropriate person in the corresponding department for the posting.

Question: *Where can I find the posting number?*

- ✎ The posting number is at the top of each job posting where it says 'Job ID'. It can also be found within the posting itself; included in the posting title.

Question: *Do I have to provide my employment equity information?*

- ✎ No. Completing the self-identification steps in the application is voluntary.
- ✎ If you do not wish to provide your information these sections can be bypassed.
- ✎ To bypass the disability section, you can select 'I decline to provide my disability information.'
- ✎ To bypass the diversity section, you can select 'Not Declared' (default option).

Question: *The gender section of the employment equity section only lists woman; what if I am not a woman?*

- ✎ The City collects information on four employment equity groups, as designated by the [Canadian Human Rights Commission](#): Indigenous Persons, Persons with a Disability, Visible Minorities, and Women. Therefore, for the purposes of our equity reporting, we only capture those who declare as a woman.

Question: *Once my online application form is saved can I go back and make changes to it?*

- ✎ Yes. You can make changes to your application at any time before it is submitted.
- ✎ To resume an application, you have started but not submitted select if from the 'My Job Applications' page.
- ✎ Once your application has been submitted, you are unable to make any changes.
- ✎ If you need to make changes to your application after submission, you will need to reapply.
- ✎ To withdraw your original application, use the 'Withdraw' button viewable under 'My Job Applications'.

Question: *I need to update something on my application; can I edit it once it has been submitted?*

- ✎ Once your application has been submitted, you are unable to make any changes.
- ✎ If you need to make changes to your application after submission, you will need to reapply.
- ✎ To withdraw your original application, use the 'Withdraw' button available under the 'My Job Applications' page.

Question: *I have a criminal record; can I still apply to work for the City of Winnipeg?*

- ✎ Yes. A criminal record, in and of itself, is not a barrier to securing a position, employment or promotion with the City of Winnipeg.
- ✎ When a person with a criminal record is being considered for a position, the record will be reviewed with consideration to the specific responsibilities of the position.
- ✎ Please note that Winnipeg Police Service and Winnipeg Fire Paramedic Service have their own guidelines on the admissibility of applicant criminal records.

Question: Will I have to undergo any medical and/or other assessments?

- ⌘ Applicants will be required to undergo assessments to determine their knowledge, abilities and skills as they relate to the qualifications of the position.
- ⌘ The successful candidate may be required to undergo a medical assessment at the Occupational Health Branch.

Question: Does the City of Winnipeg accept education and training completed outside of Canada?

- ⌘ In many cases, yes. Education and credentials that are earned outside of Canada may be subject to review to ensure they are in accordance with established Canadian standards.

Question: Will my volunteer work be considered?

- ⌘ If your volunteer work is related to the position that you are applying for, it can be a valuable addition to your work history.
- ⌘ Relevant volunteer work should be included on your resume or application form.

Question: Is there anything else I need to do to apply?

- ⌘ Read the application instructions carefully for each position.
- ⌘ Some positions may require proof of licenses or credentials, or may require you to apply at a certain date/time, or to a specific person.

Question: I applied within the current year, during your last recruitment, but was unsuccessful, can I apply again?

- ⌘ Anyone may apply at any time to an open job posting.
- ⌘ The WFPS reserves the right to disqualify you from the process if your current resume does not indicate that you have participated in additional training/education/experience to improve your skills (and the probability that you can pass on a re-test) since your last application.
- ⌘ The additional training/education/experience must be clearly outlined in your cover letter and identified in your resume.
- ⌘ Since past performance is a good indicator of future performance; without any information on upgrading activities the WFPS will assume that you would be unlikely to meet our standards upon a re-test and would not be considered for the current recruitment.

Question: If I had applied to the Winnipeg Fire Paramedic Service previously and was unsuccessful, how do I re-apply?

- ⌘ You can re-apply following the current application protocols outlined in the job posting.

Important Re-Application Notes:

- ⌘ You must meet the minimum qualifications at the time of your re-application.
- ⌘ You will be required to follow the hiring process protocols that are in place at the time of your re-application.
- ⌘ You will need to indicate in your application any initiatives you have engaged in to improve your skills.
- ⌘ You will be required to complete and submit a new application package using current document versions that are posted on the Winnipeg Fire Paramedic Service's website at the time of your re-application.

- ✎ It is the applicant's responsibility to ensure that the application and documentation have been received and that the minimum qualifications have been met prior to the posting closing.
- ✎ Should any of the documentation be missing, the applications will not be considered complete and will not be processed any further.

Question: *How do I know my application has been received?*

- ✎ When you have successfully submitted your resume online, a notice will appear stating 'You have successfully submitted your job application'.
- ✎ You will also receive a confirmation email, sent to the email address attached to your Careers account.
- ✎ To view all your submitted and draft applications select the My Activities page on your Careers account.

FREQUENTLY ASKED QUESTIONS – USING ONLINE APPLICATION:

Question: *I am a new user. How do I set up a username and password?*

- ☞ Select the 'New User' option at the top right of the page.
- ☞ Complete all of the required information on the registration page, including selecting a password.
- ☞ Agree to the Terms & Conditions
- ☞ Select the 'Register' button

Question: *Do I need a resume file with my online application?*

- ☞ Uploading a resume file is one option. You can also select an existing resume you have saved in the system.

Question: *Under the 'My Activities' tab, I see an option to upload attachments; however, none of the ones listed apply to the job I'm applying for.*

There are two ways to upload documents to applications for postings.

1. Add documents to your applicant profile on the 'My Job Applications' page. Using this method, any documents added here will be uploaded to all applications made under your Careers account. It is advised you only upload documents using this method if they will apply to all applications you make.
2. Add documents within the flow of the application itself. Adding documents using this method will ensure the documents you attach will only be seen or used for the specific application in which you attached the documents for. A step within the application process will prompt you to add any documents that were requested on the job posting.

If the position you are applying for requires attachments it will be noted on the job posting. You are only required to upload attachments if it is specifically requested in the job posting you are applying to (other than resume or cover letter attachments). Each attachment-type (driver's abstract, copy of Red Seal Certification, etc.) currently required for an active job opening will be listed in the drop-down menu. If you do not see the attachment you are trying to upload, it is not required. Our Careers system allows for the following file types for attachments:

.doc	.rtf	.jpg*
.docx	.txt	.img*
.odt	.jpeg*	.png*
	.pdf	

*Applicants without access to a scanner may prefer to take a picture of their document(s) with a mobile phone or digital camera and upload the image file.

Question: *Can I apply for more than one job at a time?*

- ☞ Yes. To apply for multiple jobs at a time use the checkboxes on the 'View Latest Jobs' page to select the jobs you wish to apply for and select the 'Apply for Selected Jobs' button at the top of the page.

Question: *How do I update a specific job application?*

- ☞ Once an application has been submitted, you cannot update or edit it; you must create a new application for the position.
- ☞ To update an application that is in progress, visit your 'My Job Applications' page.
- ☞ The status will be 'Not Submitted'.

Question: *How can I change my email address?*

- ☞ Select the 'Select the 'My Account Information' page and provide your new email address.

Question: *How do I know that a question is required?*

- ☞ If a question is required, it will have an asterisk (*) beside it.

Question: *I'm having trouble creating a password, what am I doing wrong?*

Be sure that your password:

- ☞ Has a minimum of 6 total characters with at least 1 digit, 1 lowercase character, 1 uppercase character and 1 special character from the set (!@#\$%^&*-_+=\|]}[{:/?.><,')
- ☞ Does not match your user name.
- ☞ Does not match any of your email addresses.

As a security measure your password length is disguised after tabbing out of the (Confirm) Password field. If you continue to have trouble, you can call 311 for more support.

Question: *I have forgotten my password or username. What do I do?*

- ☞ On the Sign In page, select either 'Forgot User Name' or 'Forgot Password' and follow the instructions provided.
- ☞ You must have access to the email you used to register your account to use this function.

Question: *I have selected "Forgot User Name" and/or "Forgot Password" but did not receive an email with instructions on how to resolve.*

Options to resolve:

- ☞ Check to ensure the email has not been marked as spam and moved to the 'trash' folder. Emails would show as CareersDoNotReply@winnipeg.ca.
- ☞ Contact your email provider to inquire if emails from the above address have been blocked.
- ☞ Create a new Careers account with a new email address.

Question: *How do I reset my password?*

- ☞ Select the 'My Account Information' page and select the option to change your password.

Question: *Can I be automatically notified when a job I'm interested in is posted?*

Yes. To create a job notification:

1. Log in to your careers account.
2. Type the title of the job you are looking for into the Search Jobs bar, for example, "primary care paramedic".
3. Click the arrows and run the search.
4. Select the "Save Search" option.
5. Create a name for your search.
6. Select the "Email me when a new job meets my criteria" option.
7. Enter the email address you'd like the notification to be sent to.
8. Select the green "Save" button. Email notifications will now be sent to you when a job is posted that matches your saved search criteria.

FREQUENTLY ASKED QUESTIONS – TECHNICAL ISSUES:

Question: *What operating system and browser should I use when searching and applying for positions at the City of Winnipeg?*

☞ Our career website supports the following browsers:

Safari 10.1(OS X); Safari 10.x (iOS)
Google Chrome 58.x (Windows); Google Chrome 6.x, 7.x (Android)
Microsoft Edge 39.14986
Microsoft Internet Explorer 11.x
Mozilla Firefox 52.x, 53.x

Question: *I clicked on the 'View Current Job Postings' link but it doesn't work, the page does not appear. What should I do?*

- ☞ Ensure your pop-up blocker is turned off. Go to tools in your menu bar - turn off pop up blocker. You may need to refresh your screen (go to view and click refresh or use the icon at the top of your page that has 2 green arrows).
- ☞ If this doesn't work, clear the temporary Internet files (also called the cache) in your browser and refresh the page. It is advisable to close and re-open the browser
- ☞ If you still get an "Error on page" message at the bottom, reboot your machine

Question: *Why did I get an error message about my attachment exceeding 5000 KB?*

- ☞ Due to performance considerations we limit the size of attachments applicants can upload to our system.
- ☞ Please adjust the resolution of your file, resave and upload your smaller attachment file.

FREQUENTLY ASKED QUESTIONS – MINIMUM QUALIFICATIONS:

Question: *Can I apply before I have met all the minimum qualifications if I intend to complete them once you've accepted my application (i.e. High School Equivalency, etc.)?*

☞ You must meet all the minimum qualifications as stated in the job posting before you apply.

Question: *Where can I find information on becoming eligible for employment in Canada?*

☞ Please contact the Government of Canada's Citizenship and Immigration Centre at <https://www.canadainternational.gc.ca/> or toll free at 1-888-242-2100.

Question: *How can I determine if a medical condition I have makes me ineligible for hire?*

- ☞ Your physician is the best resource for information on your personal health.
- ☞ We encourage you to book a complete physical with your physician before you decide to submit an application to identify and/or discuss any conditions that may affect your ability to perform essential entry-level job tasks.
- ☞ To aid your physician in understanding the job tasks, they can contact Lisa Asquith, Occupational Health Nurse at 204-986-7819.

Question: *How can I demonstrate that I meet the immunization requirements if I do not have any childhood vaccination records?*

☞ Please contact your health provider or physician for their guidance or visit <http://www.gov.mb.ca/health> to inquire how to get a record of immunization.

Question: *Do I need to have the COVID-19 immunization requirement?*

- ☞ All outline in [Administrative Standard No. AS-017](#) on the COVID-19 Vaccination, ALL City of Winnipeg employees are required to get the COVID-19 vaccine.
- ☞ You will be required to provide proof of COVID-19 vaccination by submitting a Government of Manitoba issued QR code and photo identification as part of the conditions of employment.

Question: *I do not have a copy of my high school diploma or equivalency. What will you accept as a suitable replacement?*

☞ We will accept a copy of an official school transcript providing that it clearly indicates you have met the requirements to be awarded the diploma.

Question: *I did not complete a High School Diploma. What will you accept as a suitable equivalent?*

- ✎ We will accept a High School Equivalency Diploma (i.e. GED), a two-year post-secondary diploma, an undergraduate or applied degree, or an apprenticeship or journeyman certificate.
- ✎ To find the guidelines for completing High School equivalency programs, please refer to the Provincial and Territorial Departments and Ministers Responsible for Education in Canada at www.cmec.ca.
- ✎ Applicants who were educated outside of Canada must have their academic credentials assessed in order to determine and submit a Canadian Grade 12 equivalent.
- ✎ For more information please visit The Canadian Information Centre for International Credentials at:
https://www.cicic.ca/1374/obtain_an_academic_credential_assessment_for_general_purposes.canada.

Question: *I do not live in Manitoba how do I determine if my driver's license and/or demerits meet your province's driver license standards?*

- ✎ For more information please visit:
http://www.mpi.mb.ca/english/dr_licensing/drv_records.html.

Question: *Do I need to submit my original course certificates?*

- ✎ No, at the point of application you must submit copies of your documentation, only if you are offered employment will you be required to produce all original documents.

Question: *I live out of province and must wait until I become a Manitoba resident before I can transfer my driver's license? Will you accept my out of province license until I have this done?*

- ✎ No. When you receive your conditional offer of employment, you will have approximately six weeks to allow you to meet this standard.

Question: *How do I apply to get my Certificate of Practice in the Province of Manitoba?*

- ✎ Please visit the College of Paramedics website for information on applying for a license in the Province of Manitoba. For more information, please visit <https://collegeparamb.ca/>.

Question: *I have a paramedic license from another province, how do I apply to get my Certificate of Practice in the Province of Manitoba?*

- ✎ You would have to contact the College of Paramedics of Manitoba, 610-1445 Portage Avenue, Winnipeg, Manitoba, R3G 3P4 or by phone at 204-793-3592 or by email at info@collegeparamb.ca or visit their website at <https://collegeparamb.ca/>.

Question: *My Police Information Check, Vulnerable Sector Check, Child Abuse Registry Check and Adult Abuse Registry Check take several weeks and I won't have them before the job posting closes, what can I do?*

- ✎ Until you receive your completed checks you may submit your receipt as proof of application and submit the original checks when you receive them later in the process.
- ✎ Please be advised that this information will be required from all applicants at time of conditional offer of employment.

Question: *How do I know if I have all the required documentation?*

- ⌘ Each job posting will come with list of required documentation for all positions.
- ⌘ Make sure that you have attached all required documentation before you send in your application.
- ⌘ Applications must include all REQUIRED documentation.
- ⌘ Applications submitted without REQUIRED documentation will not be considered.

Question: *Is there any age / physical restrictions?*

- ⌘ You must be 18 years of age in order to apply; however, there is no maximum age restriction.
- ⌘ Candidates must be qualified and capable of successfully performing the job which may also include being physically capable of performing the duties of this position as noted in the job posting / job description.

Question: *Do I require volunteer experience?*

- ⌘ Although the Winnipeg Fire Paramedic Service does not require an applicant to have volunteer experience, it should be noted that volunteering can provide valuable experience in terms of individual development.
- ⌘ If you choose to volunteer your time with an organization, try to ensure your volunteer experience affords you the opportunity to deal with a variety of people.
- ⌘ A member of our Service must have the ability to effectively deal with diversity.
- ⌘ Volunteer work, community work, education and employment are some of the ways you can develop your expertise in dealing effectively with people.

Question: *What are you looking for in an applicant?*

- ⌘ There is no recipe of skills and abilities that the Winnipeg Fire Paramedic Service is looking for. The foundation all successful applicants must build upon is honesty and integrity. The public places a great deal of trust in our members, holding them to the highest of standards.
- ⌘ The City uses a Competency Model called the [Korn Ferry Architect Competency Model](#) to help build consistent language and approach across all departments and for all employees as part of the recruitment process. Competencies are behaviours, skills, capabilities, knowledge, attributes and attitudes that characterize excellent performance within a specific context. They describe what it takes to be excellent in a particular position. The City has made the strategic decision to apply competencies to leadership and common function positions and human resource professionals continue to work with supervisors and managers to profile additional positions.
- ⌘ The City has established five core competencies for all employees at the City of Winnipeg. Below you will find the definitions for the five core competencies for all employees, description of behaviours of what these competencies look like in the workplace and tools to help you assess your skill level in these key competencies.

Citizen and Customer Focus:

Is dedicated to meeting the expectations and requirements of citizens, internal and external customers; gets first-hand citizen/customer information and uses it for improvements in products and services; acts with citizens/customers in mind; establishes and maintains effective relationships with citizens/customers and gains their trust and respect. *We act in the best interests of the community we serve. Whether it is the citizenry at large or a specific customer base, we strive to meet their needs and exceed their expectations.*

Respecting Diversity:

Engages with all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity for all. *We treat all people with dignity and respect. We demonstrate fair and equitable practices in our service delivery and in the workplace, striving to remove all forms of discrimination.*

Ethics and Values:

Adheres to the City of Winnipeg's set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches. *The City of Winnipeg's Values are: Integrity, Respect, Quality, Accountability and Diversity.*

Integrity and Trust:

Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain. *We are accountable and transparent. We recognize that citizens are entitled to integrity in government. Our commitment to accountability means taking responsibility for our actions. Our commitment to transparency means clearly demonstrating how tax dollars are spent.*

Results Oriented:

Can be counted on to complete work duties and responsibilities successfully; is personally accountable; consistently produces the expected quantity of work; consistently produces high quality work; takes personal responsibility for own actions. In a leadership position, is accountable for the performance of direct reports. *We are committed to responsiveness, effectiveness, and efficiency. We take personal accountability for our work.*

As a potential applicant, you should take a thoughtful look at yourself to see if you possess all these qualities. If you feel you should develop yourself further in any of these areas, take the opportunity to do so. You may want to consider education, employment and/or volunteer work as a means to furthering your development.

Question: *Since I am not a visible minority, are my chances of being hired less than someone who is?*

- ☞ We value diversity in our workplace.
- ☞ Indigenous peoples, women, racialized peoples, persons with disabilities, 2SLGBTQ+ peoples and Newcomers are encouraged to self-declare.

FREQUENTLY ASKED QUESTIONS – ASSESSMENTS:

Question: *If I am chosen to go in for assessments, how long should I expect to be at the test site?*

- ⌘ If you are successful in moving forward in the recruitment process, you will be advised in writing and your invitation will clearly outline the duration and information regarding the assessments.
- ⌘ You are expected to be on-site and prepared to write at your scheduled time.
- ⌘ Once the assessment begins, no late arrivals will be allowed and you will be disqualified from the recruitment process.

Question: *What should I bring with me to the assessments?*

- ⌘ All the material you require for the assessment will be provided.
- ⌘ The only item you need to bring is photo identification; preferably your driver's license.
- ⌘ Applicants may wish to bring a snack, beverage, etc.
- ⌘ No cell phones, calculators, smart watches, etc. will be allowed in the room.

Question: *If I qualify for an interview; what should I bring and what will it look like?*

- ⌘ When your interview has been booked, we will send you an email outlining the items you are expected to submit prior to your appointment.
- ⌘ We are taking several steps to ensure the safety of our employees, as such, we will be conducting the interview assessment remotely through MS Teams.
- ⌘ If you are sick on the day of your interview, please contact the HR Consultant to reschedule.

Question: *What if I cannot come up with an answer to an interview question?*

- ⌘ You can ask to gather your thoughts or to bypass the question and return to it later.
- ⌘ If you cannot recall a specific experience to share, try to reflect back on any volunteer experiences or situations that you have dealt with involving your family or friends.
- ⌘ We encourage you to pace your answers, being mindful of the time allotted.

Question: *How can I prepare for my interview?*

- ⌘ Don't wait until the last minute to prepare!
- ⌘ Practice and preparation ahead of time are essential to your success.
- ⌘ Our hiring needs may dictate a rapid turnaround between your assessments and your interview.
- ⌘ If you are from out of town / province, be prepared to travel to and/or stay in Winnipeg on short notice or to stay over several nights or throughout the weekend.

FREQUENTLY ASKED QUESTIONS – SELECTION PROCESS:

Question: *How long is the selection process?*

- ☞ Unfortunately, there isn't a set time frame to follow as the hiring needs of our department fluctuates and are dependent on outside factors such as retirements, funding, city growth, legislation, etc.
- ☞ It may be necessary for us to "speed up" or "slow down" our process in order to meet operational needs.
- ☞ You may be asked to participate in one or more assessments in a short period of time or you may need to wait a period of time until sufficient resources are available.

Question: *How often should I expect to hear from the recruitment personnel?*

- ☞ We attempt to keep you informed and current with information as it is relevant to the status of your file.
- ☞ It is your responsibility to keep us informed if you have a change in contact information or if you will be unavailable for a period of time (i.e. on vacation, out of the country, etc.).

Question: *Will I be notified if I am determined to be ineligible for the next step in the process?*

- ☞ Yes. We will notify all applicants of their standing in the process in writing.
- ☞ Although we will attempt to notify all candidates as soon as they are disqualified you may not receive notification until the recruitment process is complete.

Question: *How are applications assessed?*

- ☞ Each application is assessed based on the qualifications outlined in the job posting.
- ☞ When you submit your application online, you may be asked a number of screening questions that help us to further assess your qualification for the position.
- ☞ This information is then forwarded to the hiring supervisor for final screening. Your application package will be assessed for compliance and completeness.
- ☞ A review of your file will be conducted to determine your eligibility.
- ☞ You will be advised if you are advancing to the next stage or if not, of your eligibility to re-apply.

Question: *How can I find out the status of my application / will someone contact me, and if so, when?*

- ☞ The timeframe for filling a position depends on a number of factors, including the number of applications received. All candidates which applied will be contacted.
- ☞ As a practice, upon closing of the competition, unsuccessful applicants will receive an email or letter advising them that they were not successful.

Question: *It has been some time since I submitted my application. If I haven't heard anything does this mean I am not being considered?*

- ☞ You will be notified as to our decision regarding your application. Our typical method of notification is by email.
- ☞ There are many steps involved in our pre-screening process. This course of action can take some time to complete and your patience is appreciated.

- ⌘ If you haven't heard anything for a while, it may be that your package was incomplete or there is important information missing or requiring clarification. If this is the case, it will result in a delay in the processing of your application and our response back to you.
- ⌘ You may wish to pro-actively think back to the information and documents that you submitted to try and identify what is missing and if possible, produce new items to rectify any deficiencies.
- ⌘ In compliance with provincial and municipal legislation, we will only provide a status update to the applicant. In the interest of protecting the privacy of the individual, we cannot release this information to family, friends or associations to the candidate.

FREQUENTLY ASKED QUESTIONS – PANEL INTERVIEW ASSESSMENT:

Question: *If I qualify for an interview; what should I bring?*

When your interview has been booked, we will send you an email outlining the items you are expected to bring to your appointment.

The items required are as follows:

- ∞ Your driver's license for identification purposes.
- ∞ A current copy of your resume if you wish.
- ∞ A reference check consent form (will be provided to you once scheduled for your interview)
A minimum of at least three recent employment references will be required and they need to be someone you reported to directly.
- ∞ Any outstanding documentation from the Checklist of Requirements – Section A.

Question: *What if I cannot come up with an answer to an interview question?*

You can ask to gather your thoughts or to bypass the question and return to it later. If you cannot recall a specific experience to share, try to reflect back on any volunteer experiences or situations that you have dealt with involving your family or friends.

Question: *How can I prepare for my interview?*

Don't wait until the last minute to prepare! Practice and preparation ahead of time are essential to your success. Our hiring needs may dictate a rapid turnaround between your written and practical test and your interview. If you are from out of town / province, be prepared to travel to and/or stay in Winnipeg on short notice or to stay over several nights or throughout the weekend.

FREQUENTLY ASKED QUESTIONS – TRAINING PROGRAMS:

Question: *Can you recommend courses to take to better my chances of being selected?*

Due to the competitive nature of the assessment process, we do not counsel or provide recommendations to potential applicants on how to increase their competitiveness. For a list of Primary Care Paramedic training institutions which are accredited by Accreditation Canada please visit the Canadian Medical Association (CMA – prior to February 2018) at <https://www.cma.ca> and Accreditation Canada (after February 2018) at <https://accreditation.ca/educational-programs/>.

The following training institutions offer an **EMERGENCY MEDICAL RESPONDER** education program accredited as noted above. These education programs are approved by Manitoba Health, Senior's and Active Living for eligibility for a Province of Manitoba Technician-Paramedic license.

Criti Care EMS
Suite 106, 386 Broadway Avenue
Winnipeg, Manitoba R3C 3R6
Phone: (204) 989-3671
Website: <http://www.criticareems.com>

Manitoba Emergency Services College (MESCC)
1601 VanHorne Avenue East
Brandon, Manitoba R7A 7K2
Phone: (204) 726-6855
Toll Free: 1-888-253-1488
Website: <http://www.firecomm.gov.mb.ca>

Southern Manitoba Academy of Response Training (SMART) – Fire Training Division
Box 34100
Winnipeg, Manitoba R3T 5T5
Phone: (204) 292-676
Website: www.smartfire.ca

City of Winnipeg Fire Paramedic Service



Human Resources - Recruitment
2nd Floor, 185 King Street
Winnipeg, Manitoba, Canada
R3B 1J1

WFPS Website: www.winnipeg.ca/fps/careers

City Website: www.winnipeg.ca

Email: wfpsrecruitment@winnipeg.ca