

# City of Winnipeg Fire Paramedic Service



## Application Manual Communications Operator

September 2025

## TABLE OF CONTENTS

|  |    |
|--|----|
| MESSAGE FROM THE CITY OF WINNIPEG FIRE PARAMEDIC SERVICE .....                           | 3  |
| EQUITY, DIVERSITY AND INCLUSION POLICY AND STRATEGY .....                                | 4  |
| JOB PROFILE .....  | 5  |
| DUTIES AND RESPONSIBILITIES .....  | 5  |
| EDUCATION AND QUALIFICATIONS REQUIRED .....  | 6  |
| CONDITIONS OF EMPLOYMENT .....   | 7  |
| HOW TO APPLY .....   | 9  |
| SELECTION PROCESS .....  | 9  |
| STEP 1: APPLICATION / PRESCREENING .....   | 10 |
| STEP 2: CRITICAL & MAP READING ASSESSMENTS .....   | 10 |
| STEP 3: PANEL INTERVIEW .....  | 11 |
| STEP 4: SELECTION COMMITTEE / ELIGIBILITY LIST .....                                     | 11 |
| STEP 5: REFERENCE CHECKS / CONDITIONAL OFFER OF EMPLOYMENT / MEDICAL<br>ASSESSMENT ..... | 12 |
| PROBATIONARY PERIOD .....  | 13 |
| BENEFITS .....   | 13 |
| CAREER OPPORTUNITIES .....   | 13 |
| HOURS OF WORK – FULL-TIME .....  | 13 |
| FREQUENTLY ASKED QUESTIONS .....   | 14 |
| HOW TO APPLY .....   | 14 |
| APPLICATION PROCESS .....  | 15 |
| USING ONLINE APPLICATION .....   | 18 |
| TECHNICAL ISSUES .....   | 20 |
| MINIMUM QUALIFICATIONS .....   | 21 |
| ASSESSMENTS .....  | 23 |
| SELECTION PROCESS .....  | 24 |
| PANEL INTERVIEW ASSESSMENT .....   | 25 |
| TRAINING PROGRAMS .....  | 26 |



## 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 and 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 Peoples, Women, Racialized Peoples, Persons with Disabilities, 2SLGBTQQIA+ 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.





## JOB PROFILE

### Communications Operator

The Communications 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 District Chief (Communications Supervisor), the Communications Operator is responsible for answering, processing, and prioritizing calls for fire and medical services.

This position is responsible for determining 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; ensuring the efficient and accurate dispatch of Department resources to fire and/or medically-related incidents; and providing regular information updates to field personnel and/or other emergency services, agencies and institutions as required.

## DUTIES AND RESPONSIBILITIES

1. Receive and process emergency and non-emergency calls for assistance.
  - a. Operate a computer aided dispatch (CAD) system, telephone communications system, and associated communications sub-systems.
  - b. Answer and process emergency calls for service and requests for assistance, entering the information into the CAD system; obtains essential information from callers and triages the nature of injuries and illnesses using a medical telephone triage model (protocols); obtain essential information from callers and categorizes fire incidents using a fire telephone categorization model (protocols); prioritize the incident appropriately, taking into consideration all of the pertinent factors.
  - c. Provide post-dispatch and pre-arrival instructions to callers as required.
  - d. Answer and process non-emergency calls for service and administrative requests for assistance, enter the information into the computer aided dispatch system (CAD) as required; refer callers to appropriate agencies or other WFPS branches as appropriate.
2. Dispatch of resources.
  - a. Operate and monitor a multi-talk group & channel emergency radio system, ensuring efficient and essential communications are maintained.
  - b. 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.
  - c. Monitor field resource levels and distribution patterns and advise and instruct with respect to re-positioning of fire and other field resources.
3. Administrative functions and other duties.
  - a. 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.
  - b. Advise supervisory personnel of calls for service, incidents, situations, and/or members requiring their attention or assistance.
  - c. Record and maintain operational and administrative information related to calls for service, incidents and situations.



- d. 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 processes.
  - e. May be assigned to coach/mentor new trainees.
  - f. Other duties, as assigned/required.
4. Inter-agency notifications.
- a. Advise police and other agencies of incidents and situations requiring their involvement.
  - b. Receive, relay and provide information from and to police, hospitals and other agencies and institutions as required.
  - c. Implement support procedures involving the assistance of other emergency services and specialized agencies 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.

1. Post-secondary education in a related field is an asset.
2. Canadian accredited Emergency Medical Responder (EMR) Program or equivalent (minimum). Consideration will also be given to applicants currently enrolled in an EMR Program.
3. International Academies of Emergency Dispatch (IAED) Certification in Medical Priority Dispatch System (MPDS) and Fire Priority Dispatch System (FPDS) training is an asset.
4. Certification in the Medical Priority Dispatch System (MPDS) and Fire Priority Dispatch System (FPDS) or ability to obtain within 8 weeks of starting in the position.
5. Completion of a Canadian recognized Medical Terminology Program is an asset.
6. Significant work experience in a position working directly with the public or in a customer service environment.
7. Previous experience working in a public safety dispatch centre, telecommunications environment, or customer-centric setting is an asset.
8. Work or volunteer experience related to Paramedicine, Fire rescue, or other emergency services is an asset.
9. Proficiency and ability to read and interpret a map to dispatch emergency services. Knowledge of city streets, areas and neighborhoods in the City of Winnipeg would be considered an asset.
10. Knowledge of workplace safety and health standards guidelines and procedures.
11. Knowledge and ability to apply FIPPA and PHIA legislation when dealing with confidential and sensitive situations and information or contentious issues with tact, diplomacy, integrity and discretion.
12. Ability to work in a team setting, demonstrating superior interpersonal skills in dealings with clients, co-workers, supervisors, and other agencies and professionals (e.g. Police and other health care professionals) while fostering a positive, respectful, safe and healthy work environment.
13. Ability to think critically and make quick decisions while working independently under stressful, chaotic, emergency situations while remaining calm throughout the matter.



14. Ability to quickly learn and operate radio and telephony equipment and software, or other computer software required including Microsoft Office Products such as Word, Excel, and Outlook.
15. Ability to function in a fast-paced, multi-tasking environment with multiple monitors, reacting appropriately to multiple aural and visual inputs.
16. Ability to effectively verbally communicate with the public, Fire Paramedic Service personnel, and personnel from other emergency and support agencies by telephone and radio, with ability to control the exchange of information with emergency callers.
17. Effective written communication skills.
18. Ability to follow instructions, protocols, and complete tasks while efficiently organizing and prioritizing tasks, time, decisions and resources.
19. Ability to provide high quality customer service in an empathetic, respectful and professional manner to the diversity of the population served.
20. Ability to be resilient when faced with difficult, stressful and chaotic emergency situations.
21. Fluency in French or a second language is an asset.

**\*IMPORTANT:** Applicants who have been educated outside of Canada must have education which is comparable to the minimum qualification in Canada. Applicants submitting foreign credentials require an official academic assessment report issued by a recognized [Canadian Assessment Service](https://www.canalliance.org/en/) <https://www.canalliance.org/en/> at application.

## 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.

1. The successful applicant must possess and maintain legal eligibility to work in Canada.
2. 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 which must be dated no more than thirty (30) days prior to the start 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>.
3. Ability to obtain and annually maintain a clear Level 2 Security Check from the City of Winnipeg Police Service, satisfactory to the Employer. Check will be coordinated by the Winnipeg Fire Paramedic Service with the Winnipeg Police Service.
4. Child Abuse Registry Check (original copy) from the Government of Manitoba Child Abuse Registry Unit (or provincial equivalent), satisfactory to the employer which must be dated no more than thirty (30) days prior to the start 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://www.gov.mb.ca/fs/childfam/child\\_abuse\\_registry.html](https://www.gov.mb.ca/fs/childfam/child_abuse_registry.html).
5. Adult Abuse Registry Check (original copy) from the Government of Manitoba Adult Abuse Registry Unit (or provincial equivalent), satisfactory to the employer which must be dated no more than thirty (30) days prior to the start 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://www.gov.mb.ca/fs/adult\\_abuse\\_registry.html](https://www.gov.mb.ca/fs/adult_abuse_registry.html).

6. Maintain a valid registration with the College of Paramedics of Manitoba (CPMB) “Emergency Medical Responder (EMR)” License (minimum). 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 recruit training. Applicants do not need to have the License to apply, but this will be required prior to a conditional offer of employment.
7. Meet current Winnipeg Fire Paramedic Service Vision Standards. Documentation must be current and have been completed within the previous twelve (12) months prior to the start 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 in our application manual or on our website at [www.winnipeg.ca/fps/careers/](http://www.winnipeg.ca/fps/careers/). We require the most up to date form to be submitted.
  - a. Uncorrected visual acuity – distant – not less than 20/40 vision both eyes open, or
  - b. Corrected visual acuity – distant – not less than 20/30 both eyes open with corrective lenses, and
  - c. 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.
8. Meet current Winnipeg Fire Paramedic Service Hearing Standards. Documentation must be current and have been completed within the previous twelve (12) months prior to start 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 in our application manual or on our website at [www.winnipeg.ca/fps/careers/](http://www.winnipeg.ca/fps/careers/). Communications Operator must have the ability to hear and readily relay information accurately, while operating various methods of communication equipment (radio systems and telephones). We require the most up to date form to be submitted.
  - a. 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.
  - b. Test results must include all of the following frequencies: 500, 1K, 2K, 3K, 4K, 6K, and 8K Hz.
9. During the classroom training period, the successful candidate will be required to achieve a passing standard of 80% for each examination administered, as outlined in the student handbook which will be provided prior to the start of the orientation
10. 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, followed by 4 days off).
11. Willingness and ability to work extended or varied hours.
12. 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. **APPLY ONLINE**, including all documentation listed below.

1. Applicants must submit a current resume, clearly indicating how they meet the qualifications of the position. **(Required)**
2. Attach a copy of your Canadian accredited Emergency Medical Responder (EMR) Program or equivalent (minimum). If you are currently enrolled in an EMR Program, provide the name of the training facility and expected completion (graduation) date. **(Required)**

**\* Your application documents must clearly indicate how you meet the qualifications of the position \***

**\* Applications submitted without the REQUIRED documentation will not be considered. \***

**\*Only Online Applications will be accepted\***

### NOTES:

Online applications can be submitted at <http://www.winnipeg.ca/hr/>. For instructions on how to apply and how to attach required documents, please refer to our FAQ's or contact 311.

## 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://winnipeg.ca/fps/careers/> for more information.

- STEP 1: Application / Pre-Screening
- STEP 2: Critical & Map Reading Assessments
- STEP 3: Panel Interview
- STEP 4: Selection Committee / Eligibility List
- STEP 5: Reference Check / Conditional Offer of Employment / Medical Assessment



## STEP 1: APPLICATION / PRESCREENING

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. Submitted documents will not be returned.

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

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

## STEP 2: CRITICAL & MAP READING ASSESSMENTS

All applicants which are successful to move to Step 2 of the recruitment process will be invoiced a \$138.00 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.*

The Critical Assessment is a computer-based test which is approximately two (2) hours in duration and assesses various skills such as, but not limited to multi-tasking, decision making, keyboarding, data entry, memory recall, prioritization and reading comprehension skills.

The Map Reading Assessment is a verbal test. The total time allotted will be 15 minutes. These assess map reading, listening, dealing with ambiguity, problem solving, informing, composure, and memorization.

Applicants having successfully completed the Critical and Map Reading Assessments will be allowed to move forward in the recruitment process.

Those who do not meet the requirements of Step 2 will be advised in writing of their eligibility to re-apply.

### PASS

- Applicant invited to written assessment; if successful, applicant may advance to the next step.

### FAIL

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



### STEP 3: PANEL INTERVIEW

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(s) 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. 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; if successful, applicant may advance to the next step.

#### FAIL

- Applicant will be advised in writing of eligibility to re-apply.
- 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. The Selection Committee will review all candidate recruitment files and will make determination on which candidate will be placed on an eligibility list. The decision is based on your competencies, skills, and job fit demonstrated throughout the recruitment process.

If you are placed on an eligibility list, this means you have successfully advanced through the recruitment process and will be considered further for a future recruit class for this position.

***NOTE: The Department's hiring needs are difficult to predict and fluctuate as a result of a number of factors (e.g. retirements, city growth, funding / resource availability, etc.) which can impact the number of yearly recruit classes for this position.***

The eligibility list remains active for up to a twelve (12) month period. ***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 are not placed on an eligibility list 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

- Applicant will be advised in writing of eligibility to re-apply.
- 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 reference 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. A candidate must pass both the reference checks and the medical examination to successfully be hired into a recruit class.

Those who did not meet the requirements of Step 5 will be advised in writing that their conditional offer of employment is rescinded and of their eligibility to re-apply.

### PASS

- Prior to a conditional 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

- Applicant will be advised in writing of eligibility to re-apply.
- 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.





## PROBATIONARY PERIOD

Candidates must satisfactorily complete a probationary period from the date of appointment.

The probationary period for a full-time Communications Operator in the Canadian Union of Public Employees, Local 500 (CUPE) is six (6) months and in the Manitoba Government Employees' Union (MGEU) is nine (9) months.

## 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 Program
- Dental Plan
- Education, Training and Staff Development
- Employee Assistance Program (EAP)
- 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:

- Senior Communications Operator
- Alternate Lead Communications Operator
- Lead Communications Operator
- District Chief of Communications
- Communications Training and Quality Officer
- Director of Communications

## HOURS OF WORK – FULL-TIME

- Platoon System – Rotating Shifts
  - 4 Days On – 1 Tour
    - 2 Day Shifts, from 0700 to 1900 hours (12 hours each)
    - 2 Night Shifts, from 1900 to 0700 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.
  - It will be the applicant's responsibility to ensure that the application and required documentation 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. Submitted documents will not be returned. Please note that only online applications will be accepted for this recruitment.

### 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 will only be accepted to open recruitments and can be done online.

#### 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.

### 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 position.

**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 **will 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?*

- Applicants who have been educated outside of Canada must have education which is comparable to the minimum qualification in Canada. Applicants submitting foreign credentials require an official academic assessment report issued by a recognized [Canadian Assessment Service](https://www.canalliance.org/en/) <https://www.canalliance.org/en/> at application

**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.

**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.

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

- Be sure that your password:



- Has a minimum of 6 total characters with at least one (1) digit, one (1) lowercase character, one (1) uppercase character and one (1) special character from the set (!@#\$%^&\*-\_+=\|}] [{;:/?.><,&quot;,&apos;)
- Does not match your username.
- 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 selected "Forgot Username" and/or "Forgot Password" but did not receive an email with instructions on how to resolve.*

- 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:** *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:
  - Log in to your careers account.
  - Type the title of the job you are looking for into the Search Jobs bar, for example, "Primary Care Paramedic".
  - Click the arrows and run the search.
  - Select the "Save Search" option.
  - Create a name for your search.
  - Select the "Email me when a new job meets my criteria" option.
  - Enter the email address you'd like the notification to be sent to.
  - Select the green "Save" button. Email notifications will now be sent to you when a job is posted that matches your saved search criteria.

## 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.

## 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:** *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 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](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 an EMR 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](mailto: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:** *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, 2SLGBTQQIA+ Peoples and Newcomers are encouraged to self-declare.

## **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.
- 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.



## 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.

## 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:
  - 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 (3) 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.
- Note: 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.



## 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.
- 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>

Elite Safety Services  
1850-17<sup>th</sup> Street East  
Brandon, Manitoba R7A 7V2  
Phone: (204) 726-9101  
Website: <https://elitesafetyservices.ca/course/emergency-medical-responder/>



# City of Winnipeg Fire Paramedic Service



Recruitment – Human Resources  
Winnipeg Fire Paramedic Services  
2<sup>nd</sup> Floor, 185 King Street  
Winnipeg, Manitoba, Canada  
R3B 1J1  
WFPS Website: [www.winnipeg.ca/fps/careers](http://www.winnipeg.ca/fps/careers)  
City Website: [www.winnipeg.ca](http://www.winnipeg.ca)  
Email: [WFPSRecruitment@winnipeg.ca](mailto:WFPSRecruitment@winnipeg.ca)

