



## External Job Posting

<b>Position Title:</b>	Dispatch	<b>Pay Grade:</b>	\$17.00/per hour
<b>Position Type:</b>	Relief (on call as needed)	<b>Hours of Work:</b>	Varied - Days, evenings, weekends, statutory holidays
<b>Reports To:</b>	Supervisor	<b>Date Posted:</b>	January 30, 2023
<b>Union:</b>	Public Services Alliance of Canada	<b>Closing Date:</b>	Until filled
<b>Competition Number:</b>	2023-PSA-16	<b>Number of Positions:</b>	Three (3)

### Position Overview

The Dispatcher is primarily responsible for arranging transportation (arrivals, departures and appointments) of clients using the Global Positioning System (GPS) to monitor the locations of the drivers and to direct them accordingly. This fast-paced environment requires the individual to have experience multi-tasking through phone communications, GPS and the use of dispatch system. The Dispatcher must always maintain a positive solution-based attitude and work well in a team environment.

### Qualifications

The Dispatcher must possess:

Prerequisites:

- A minimum of two (2) years direct work experience with Aboriginal people in a residential care setting.
- A valid Class G Driver's License and a clean driving abstract.
- The ability to lift up to fifty (50) lbs.
- The ability to deal with difficult clients, escorts and/ or visitors.
- Knowledge of GPS systems and geography.
- The ability to multi-task.

Preferred:

- Demonstrable and proven ability in office work, phone etiquette, computer literacy, client supervision, written, and verbal communication.
- Proficiency in the use of computer systems (Computerized database system, Microsoft Word, Excel and other Web based tools).
- Fluency either in Ojibway, Oji-Cree or Cree would be an asset.
- An understanding and appreciation of Indigenous culture.
- Ability to resolve conflict and solve problems.
- Knowledge of basic computer programs and aptitude to learn new software systems.
- Excellent communication skills.



## Duties and Responsibilities

1. Primary responsibility is to arrange transportation of clients/escorts for arrivals and departures to and from medical appointments and pharmacies.
2. Answer the phones using proper telephone etiquette.
3. Multi-task by speaking to drivers on the radio and entering information into the system.
4. Be willing and able to drive all vehicles in the Fleet.
5. Have knowledge of fire evacuation procedures.
6. Participate in monthly and other staff meetings.
7. Other duties as assigned by the Supervisor and/or the Executive Director or Designate.

## Application Process:

Interested candidates may apply in person, by mail, email or fax. Your application should include the competition number (**2023-PSA-16**), your cover letter and resume and may be submitted in confidence to:

Wequedong Lodge of Thunder Bay  
678 City Road, Fort William First Nation, ON P7J 1K3  
Fax: (807) 626-9365

Email: [HR@weqlodge.org](mailto:HR@weqlodge.org)

Preference will be given to self-identified Indigenous applicants.

Wequedong Lodge is an equal opportunity employer and provides accommodation for job applicants in accordance with the Human Rights Code and the Accessibility for Ontarians with Disabilities Act.

Accommodations are available on request for candidates taking part in all aspects of the recruitment and selection process. To make a request, please contact [kwright@weqlodge.org](mailto:kwright@weqlodge.org).

Wequedong Lodge is dedicated to ensuring a safe, comfortable, and culturally appropriate environment for its clientele. As a tool in the recruitment screening process, all offers of employment to external candidates shall be conditional upon a Police Vulnerable Sector Check (PVSC) to ensure the absence of relevant criminal convictions.

Evidence of full vaccination will be required prior to the start of employment in accordance with our COVID-19 Vaccination Policy.

Regular attendance at work is imperative, therefore, all applicants will have to demonstrate good record to be considered for this position.

While all responses are appreciated and will be handled with the strictest confidence, only those being considered for interviews will be acknowledged.