



October 29, 2010

Dispatch Application/Selection Process

BC Ambulance Service (BCAS) accepts applications on an on-going basis for part-time Emergency Medical Call-Takers (EMCTs) and Emergency Medical Dispatchers (EMDs) in the Vancouver Island and the Interior/Northern Dispatch/Communications Centres. The Lower Mainland Dispatch/Communications Centre only accepts applications for full-time EMCTs or EMDs.

BCAS' application and selection process may take up to three months to complete. Following is an outline of the steps in our application and selection process and the actions taken at each step:

Step 1: Apply

Submitted applications will be reviewed for completeness and to ensure that all required information has been provided. Please note that only those applicants shortlisted for further consideration will be contacted.

Step 2: Written Assessment Center

Short-listed applicants will be invited to participate in written testing to assess the skills and abilities required of EMCTs or EMDs. Typing skills are measured and additional written assessments, such as testing of an applicant's understanding of the geographic area serviced by the specific Dispatch/Communications Centre, may be used as required. Results of test scores will be provided to applicants. The test results for applicants who pass all the tests in the selection process are valid for one year from the time of the exam. Applicants who do not pass any or all of the tests in the selection process can re-apply in six months and attempt the tests again.

Step 3: CritiCall

CritiCall is software that tests EMCT, EMD and Telecommunicator applicants in computer and other job-related skills necessary for today's complex dispatching environment. Applicants who are successful in the written assessment center portion will be invited to participate in the CritiCall test. The test takes approximately 1.5 hours to complete and will be conducted in the closest Human Resource Office. To ensure the integrity and security of the BCAS EMCT/EMD Trainee hiring process, only a Pass/Fail result will be disclosed. Detailed information about test results or the scores will not be provided.

Step 4: Panel Interview for Suitability

During this process, applicants must demonstrate that they possess the key qualities for the position using specific past and present work-related experiences and how these were handled. While attending the panel interview, applicants must bring original copies of their academic standings and CPR-C and OFA-3 Certifications, as well as a complete list of work references, if not already supplied.



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Step 5: Reference Checking

Applicants successful in the panel interview will be notified that they will have their references contacted. Individuals who are in a position to judge an applicant's work, such as their current and previous supervisor, are good choices for references.

Step 6: Pre-Employment Medical and Criminal Record Check

Applicants who have successfully completed all the recruitment steps will be contacted with a verbal offer of employment as an EMCT/EMD Trainee and a start date will be arranged. This offer is subject to a satisfactory pre-employment medical, which is used to determine visual acuity of 6/9 in the best eye and hearing ability within the normal range (with or without hearing aids). The offer is also subject to a criminal record search. Applicants are responsible for the cost of the criminal record search which is \$30.00 to \$60.00 depending on the municipality.