

MAKE A

*Difference*

**TRIPLE ZERO  
CALL-TAKER**

Application  
Information Kit

# INTRODUCTION

Thank you for your interest in working with Triple Zero Victoria (000VIC).

This kit provides information to help you decide whether working as a Call-taker is the role for you.

It also offers general information about the position, the organisation, work environment, training and development, and pay and conditions.

In addition, it allows an overview of the steps in the recruitment and selection process and requirements for your initial application.

**000VIC respectfully acknowledges the Traditional Owners of the land throughout Victoria on which we live, work and provide service to the community.**

We pay our respects to the Elders both past and present, and recognise the continuation of the cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.



# WHY BECOME A CALL-TAKER

Why join 000VIC and become a Call-taker?

## **Play a vital role for the community**

Imagine a job where your efforts make a difference every day, where you help people and help save lives. You will feel a strong sense of purpose and connection to your work and pride in the role that you are playing in the community.

## **A job that's challenging and exciting**

Call-taking is far from your typical job. Every day is different, every call is unique. Your performance in the role really matters. You will thrive working outside of your comfort zone and embrace a challenge.

## **Build your career, fulfil your potential**

By joining 000VIC as a Call-taker we help you realise your potential and explore opportunities to grow your capability, stretch yourself, and develop your career in emergency communications. After establishing a strong track record of performance as a Call-taker, there are exciting pathways available to you, including training to be a Dispatcher, leading a team of people, becoming a trainer, or moving into a role in our Support Office (e.g. People and Culture, Finance).

## **Belong to a connected and highly supportive team**

Work in an environment where there is genuine care, support and connection between colleagues. United by a common purpose, we support and look out for each other.

If you have taken a challenging call or just had a tough day, there is always someone to talk to, and you are there for them too. After all, we are all in this together.

## **Competitive pay and benefits**

Call-taker roles involve high levels of accountability and commitment and we reward our people accordingly, with attractive pay and conditions.

# THE CALL-TAKER ROLE

## The job

Call-takers receive and process all emergency calls from the public and other agencies.

The purpose of the role is to quickly, thoroughly and accurately process calls for fire, police, ambulance and SES services so that the appropriate response can be provided as effectively as possible.

Ultimately, this leads to lives being saved, offenders being apprehended, fires being controlled and serious incidents being managed.

This is achieved by:

- › answering triple zero calls and obtaining all the information required by following a standard sequence of procedures
- › verifying the event location and accurately identifying it on a mapping system
- › accurately entering all relevant information received into the 000VIC Computer Aided Dispatch (CAD) system for use by a Dispatcher
- › processing updates and further information as the event or incident progresses

## The work environment

Call-takers perform their important role in a unique, highly-structured and controlled work environment, which will include:

- › sitting at a desk connected to the telephone system for long periods, following very tight procedures and protocols
- › regular breaks being provided but Call-takers generally must remain at the facility for their entire shift (in case a surge in activity means they are re-called from their break)
- › very high levels of scrutiny of the work and accountability for performance, including extensive performance and competency assessments through the training period and when new to the role
- › uncertainty of knowing what the next call received will be and dealing with high stakes outcomes directly related to the quality of their work performance.

000VIC has several roster options depending on location and agency preference. Because events can occur at any time of the day or night, shift work in our environment is an operational necessity.

Call-taker roles are challenging and rewarding. Our people consistently tell us that one of the best things about working with 000VIC is the highly supportive environment, including helpful and caring colleagues and team leaders who set you up for success.

When you are considering applying for a Call-taker role, we encourage you to think carefully whether this work is a good fit for you.

# WHO WE ARE LOOKING FOR

**000VIC Call-taker roles are unique and challenging. While not everyone is suited to the role, those who are a good fit with the competencies that we seek invariably love their job and do it very well.**

000VIC actively works to encourage a diverse pool of candidates for all our job vacancies. We have successful Call-takers from a wide range of occupational life stages and cultural backgrounds.

We are seeking people who are a strong match with the competencies and motivators described below, as we know that these correlate with successful performance in the Call-taker role. Therefore, there are no mandatory qualifications or work backgrounds as a prerequisite to applying. If you are a strong match with the profile of a Call-taker, you may well be our next recruit.

## Call-taker Success Profile

### Competencies - Technical

- › You are skilled in using computer software and telephone systems to quickly and accurately complete tasks under time pressure (often multi-tasking).
- › You can type quickly and accurately.
- › You are a good speller.

### Competencies - Behavioural

- › **Achieves results:**  
You consistently achieve results through effective decision-making and application of practical and common sense approaches.
- › **Works with speed and accuracy within established procedures:**  
You produce high quality work within set guidelines, quickly, and while under pressure.
- › **Communicates effectively:**  
You communicate in a way that conveys a clear understanding of the unique needs of a diverse range of people in challenging situations.

- › **Remains composed and tolerates stress:**  
You remain composed in challenging and pressure situations and manage your stress reactions.
- › **Acts with professionalism:**  
You demonstrate the highest standards of professional conduct and support for others.
- › **Self-development:**  
You learn quickly and enjoy developing your capability and improving your performance; inviting and embracing feedback.

### Motivation

- › You are motivated to make a vital contribution to the community and take pride in your work performance.

# ABOUT 000VIC

**000VIC is the critical link between the Victorian community and the state's emergency services agencies and it partners with the agencies to improve service delivery to the community.**

It provides Victoria's 24-hour emergency call-taking and dispatch services for police, fire, ambulance and VICSES and manages the provision of advanced, operational communications for police, ambulance, fire services and the SES.

Its vision is to be a high-performing team trusted by the community and our partners to deliver the right emergency response. Its central goal is to save lives and prevent harm through speed and accuracy in emergency operations.

Call-taker roles are based at the following locations:

Locations	Service
<b>Ballarat (Mt Helen)</b>	Country Fire Authority (CFA), Fire Rescue Victoria (FRV), Ambulance Victoria, Victoria Police, State Emergency Service (SES)
<b>Tally Ho, Burwood East</b>	Ambulance Victoria, CFA, FRV, Victoria Police, SES
<b>Williams Landing</b>	Victoria Police, SES, Ambulance Victoria



# THE RECRUITMENT & SELECTION PROCESS



We appreciate that applying for a Call-taker role involves a significant investment of time by candidates. We ask you to carefully consider how closely you meet the requirements and how well you are suited to the working environment before submitting an application.

The Call-taker selection process has been rigorously designed to ensure that candidates are assessed objectively and fairly in relation to their capability and likely success in the role. Given the challenging nature of the role, we invest time and resources into ensuring that only those candidates highly suited are offered employment.

## The selection process for Call-taker roles includes the following steps:



1. **Online application**  
Submit your "pitch", resume, and cover letter



2. **Typing test and psychometric assessments**  
These test job-related abilities and behavioural attributes



3. **Assessment centre**  
Where you learn more about the 000VIC Call-taker role, and undertake a series of individual and group assessment activities



4. **Online interview**  
We learn more about your suitability for the Call-taker role



5. **Referee checks**  
We ask you to nominate up to three referees with whom you have worked in a direct report capacity



6. **Pre-employment checks**  
Medical and health assessments including hearing and eye tests and police records check

Due to the comprehensive nature of the recruitment and selection process, it typically takes between four and eight weeks from application through to offer.

# ELIGIBILITY & INITIAL APPLICATION

The first step of the recruitment and selection process is to complete and submit the online application form. The key elements of the initial application are described below.

## Your "pitch"

We ask you to make your "pitch" for the Call-taker role as part of your initial application by telling us why you believe you are a good fit for the role and why you are motivated to apply.

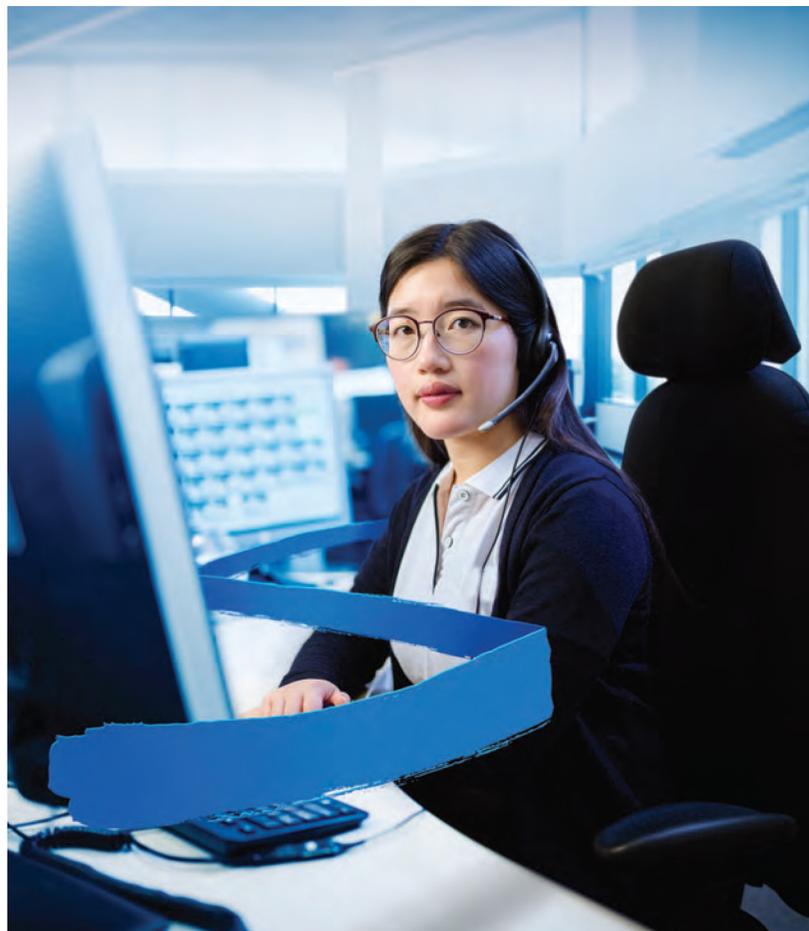
This is your chance to showcase your strengths in relation to the Call-taker role and is an important part of your application.

Please take some time to understand the Call-taker role (see the 'who we are looking for' section) and then tailor your pitch in a way that demonstrates how you meet the competencies of the role.

## Comprehensive resume and cover letter

You should attach a resume that outlines a complete history of your career and education. The resume should include the following:

- › a brief description of your work history including employment dates, documented from most recent to least recent
- › a description of your achievements or accomplishments relevant to each position
- › details of your education and training
- › a cover letter detailing any relevant information not included elsewhere



## Progressing through the process

A 000VIC selection panel will review all applications carefully. You will be advised by email as to whether or not your application has progressed.

As your application progresses through the remaining stages of the process, you will be advised by either email or telephone of the details and requirements of each subsequent stage.

Candidates who successfully complete all stages of the recruitment and selection process may be offered employment with 000VIC.

# INITIAL TRAINING

**Once your employment with OOOVIC begins, our focus is to equip you with the knowledge, skills, tools and confidence to perform your role.**

Management and handling of triple zero calls has tangible, real-world outcomes. As such, we ensure that you are competent in all aspects of the role and fully supported in progressing to full productivity and independence.

Before commencing your formal training period you are required to complete some pre-learning. These e-learning modules provide you with the foundational knowledge required to get the most out of the classroom-based training.

Next you will undertake an extensive and intensive initial training course to equip you as a Call-taker. The courses are paid, full-time, training room based, and are approximately weeks in duration (depending upon the service you are being trained in).

Our programs are competency-based, reflecting adult learning principles and contemporary assessment practices. Training is delivered by our in-house learning and development specialists.

Following successful completion of training you will progress to working in the live operations call-taking environment. You will begin taking calls under direct and constant supervision, with support and coaching from a classroom mentor. From there, you will operate more independently in the role, with support from an experienced Call-taker as your designated mentor.

Progression to full independence in the role occurs once you have successfully completed all of the competency-based assessments, both during the training program and on-the-job components.

Once you have successfully completed your training and assessments, you will be awarded a Certificate III in Public Safety (Emergency Communications Centre Operations) appropriate to the service in which you will be initially employed.

"Our programs are competency-based, reflecting adult learning principles and contemporary assessment practices. Training is delivered by our in-house learning and development specialists."

# CAREER DEVELOPMENT

**Build your career, fulfil your potential. After establishing a strong track record of performance as a Call-taker there are exciting pathways available to work towards as we support your career in emergency services.**

## Dispatcher

Dispatchers facilitate the timely and efficient allocation of resources to emergency events using information provided by a Call-taker. Dispatcher promotional opportunities are advertised internally across 000VIC.

## People leaders

People leadership pathways are available to high performing Call-takers with a strong desire and capability to move into a leadership role. 000VIC is investing heavily in developing the capability of its current and future leaders through delivery of a range of leadership development programs.

## 000VIC Support Office

000VIC's Support Office is critical to providing services and support that enables our Call-taking and Dispatch operations to operate efficiently and effectively. There may be opportunities for secondments or movement into support roles subject to availability and fit.

"000VIC is investing heavily in developing the capability of its current and future leaders through delivery of a range of leadership development programs."



# PAY & ROSTER

## What will I be paid as a Call-taker?

When you commence your employment with 000VIC you will be paid at the trainee Call-taker salary classification, with additional increments added, some of which are time based, some of which are skills based.

All new Call-takers will be trained and engaged in one of the following primary agency streams which consist of two skills sets:

- › Police and SES
- › CFA and FRV
- › Ambulance ERTCOMM and NETCOMM

Once you have successfully completed classroom training you will be paid skill increments for the stream you are trained in. One year after that you will be classified as a year 1 Call-taker and you will receive an additional time-based increment. This increment will be applied again after two years.

The full-time employee base pay scales for each classification are:

- › Trainee Call-taker - \$48,834
- › Call-taker - \$54,088
- › Year 1 Call-taker - \$60,392
- › Year 2 Call-taker - \$64,595

Note - Trainee salary is payable from commencement of employment, until the employee has successfully completed the relevant call-taker training (i.e. signed off as having successfully completed the classroom training).

In addition to the base salary, shift penalty payments are paid, and overtime work may also be offered or requested by 000VIC to help manage peak workloads.

Factoring shift penalties and overtime a full-time year 1 call-taker averages annual earnings of \$75,900, a year 2 Call-taker earns on average \$81,200 (based on analysis of earnings undertaken)\*

000VIC also makes employer superannuation contributions in accordance with Australian Government legislative requirements.

## What would my work roster be?

There are several roster options available, depending upon your location and agency preference.

These options allow employees flexibility and balance to meet their individual circumstances and work preferences, including: full-time rotating roster, full-time set roster and part-time set rosters. Please refer to the 000VIC Call-taker roster options document for more information (available on the 000VIC website).

You should take into consideration that shift work may present some individuals with difficulties and challenges when you try to balance your personal, educational, social and professional commitments with the responsibilities associated with 000VIC employment.

\* Actual salary dependent on shifts and overtime worked

# TRIPLE ZERO CALL-TAKER

## Applicant Information Kit

### Need more information?

If you have any questions about the Call-taker recruitment and selection process or application process that aren't answered in this kit, please contact 000VIC's Talent team.

**Email: [careers@triplezero.vic.gov.au](mailto:careers@triplezero.vic.gov.au)**

