Legislative Assembly of Ontario

Assemblée législative de l'Ontario

Communications Operator

Competition Number: LA-2026-88
Closing Date: October 15, 2026
Compensation: $66,889 - $90,967
Division: Sergeant-at-Arms
Branch: Legislative Protective Service
Position Type: Permanent Full-Time
Reason: Existing Vacancy

Are you ready to embark on an extraordinary journey to shape the future of Ontario's Legislative Assembly, with innovation and excellence in parliamentary operations? At the Office of the Assembly, we're not just supporting Parliament; we're a dynamic team dedicated to driving change and making an impact every day.

At the heart of our mission is to provide non-partisan administrative and procedural services to all Members of Provincial Parliament (MPPs), along with operational support for the daily activities of the Legislative Assembly of Ontario. Our success is intricately tied to the strength and diversity of our staff, as we champion our core values: integrity, inclusiveness, collaboration, and excellence.

Looking for a rewarding career where you can share your expertise in a business partner capacity? Seize this opportunity to embody our organizational values within our Legislative Protective Services Branch. As a valued member of our team, reporting directly to the Supervisor, Operations Communications Centre, you will collaborate closely with a dynamic group of Communication Operators.

Please visit our website for the full job description.

What You'll Do

You'll act with integrity to:

- Demonstrate a high degree of professionalism and independence from political influences
- Act in conformity with the law and established policies
- Exhibit the utmost tact, diplomacy, and confidentiality at all times

You'll support our collaboration as you:

- Act as a primary point of contact for all emergency and security-related matters, as well as after-hour maintenance issues and repairs
- Perform radio communications with Legislative Protective Service personnel; dispatch Officers to routine events, emergencies and update supervisory staff as required.
- Maintain radio contact with a varying number of Peace officers
- Monitor CCTVs and alarms and report suspicious activity
- Provide remote access control within the legislative precinct
- Carry out duties in support of emergency response protocols
- Provide exceptional customer service when interacting with colleagues, clients, and guests when responding to calls or obtaining information relative to investigations and inquiries

How You Qualify

You demonstrate excellence through your:

- Completion of high school and/or combination of equivalent education/training and six (6) months to one (1) year of work-related experience

- Knowledge of Legislative Protective Systems emergency and operational procedures along with radio communications and CPIC/ARIS (Program Approval & Registration Information System) policies and procedures, fire plans, CCTV and Access Control to perform communications duties; enter, retrieve, and maintain information/records; operate two-way radio/CPIC terminal/telephone systems including other office equipment and respond to requests of emergency.
- Requires knowledge of local geography around Queen's Park/Legislative Precinct and the interior of the building.
- Superb communication and customer service skills
- Ability to adapt to change in a variety of situations, as well as identify and resolve problems, ability to organize and prioritize calls for service
- Initiative to take on more responsibility to identify problems or situations that need to be addressed and take appropriate action to address current/future problems.
- Able to set priorities and work within established policies and procedures to send and receive radio transmissions regarding duress alarms, emergencies, demonstrations, medical calls, criminal and non-criminal occurrences.
- Multi-tasking, the position requires organization planning and prioritization skills to thrive in a fast-paced, high-volume environment
- Agility and ability to adapt and respond to changing and at times stressful environments
- Good working knowledge of Microsoft Office and the ability to learn, operate, and manage security-related computer software
- Operate computerized communication consoles and any associated equipment.
- Relay incoming information to Legislative Protective Service personnel in a professional, accurate, and expedient manner.
- Experience operating a multi-line telephone console, receiving calls and taking appropriate action
- Above average keyboarding skills
- Completion of a 911 and Emergency call center course would be an asset

Here's what awaits you:

- A dynamic, unique work environment
- A team of dedicated professionals
- A comprehensive benefits and pension package including a comprehensive short term sickness plan and personal days
- Support for your career through training and development
- Access to an employee and family assistance program

Work Environment:

- Scheduled breaks and lunches, dependent upon workload.
- Communication Operators remain on-call during meal breaks and are not permitted to leave the site.
- Rapid pace- intense concentration for extended periods
- **The incumbent will be required to work rotational shifts, 40 hours per week in a 24-hour, seven-day-a-week operation**
- **A Police background check is required for applicants who advance to the mandatory screening stage of our recruitment process.**

If you're ambitious, passionate, and ready to make your mark, seize the opportunity by visiting us at www.ola.org and selecting "Careers" at the bottom of the page for more details.

Join us in shaping the future of Ontario's Legislative Assembly. Your journey starts here!

The Legislative Assembly of Ontario is proud to be an equal opportunity employer who champions diversity and inclusion. We foster an environment where unique perspectives are valued, ensuring that everyone has the opportunity to make a meaningful impact. If you need accommodations during the application process, please don't hesitate to reach out to us at hr@ola.org.

While we appreciate your interest in obtaining employment with the Legislative Assembly of Ontario, only those selected for an interview will be contacted.