



Supervisor, Operations Communications Center

Competition Number: LA-2025-66	Division: Sergeant-at-Arms
Closing Date: June 30 th , 2025	Branch: Legislative Protective Service
Compensation: \$90,750.00 - \$130,766.00	Position Type: Permanent Full-Time

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 supervisory capacity? Seize this opportunity to embody our organizational values within our Legislative Protective Service branch. As a valued member of our team, reporting directly to the Protective Service Officer Manager, you will collaborate closely with a dynamic group of Communications Operators, the Sergeant-at-Arms, and Legislative Assembly staff.

[Click here for a detailed look at the position description. \(for CRM copy only\)](#)

What You'll Do

You'll act with integrity to:

- Supervise and participate in the operations of the Operational Communications Center ensuring that messages are sent and received via radio transmissions using a fixed two-way radio between the control room and security personnel in respect to duress alarms, demonstrations, criminal and non-criminal occurrences.
- Supervise and ensure the effective processing of emergency and non-emergency calls within the Precinct.
- Monitor the accuracy of all records in the Operational Communications Center.
- Establish and ensure proper dispatch procedures are in place and monitor all equipment in the Operational Communications Center for proper operation.
- Oversee and conduct the training of Communications Operators' proficiency in the operation of console equipment and evaluate and correct performance as required.
- Manage the utilization of the Canadian Police Information Center (CPIC) and Authorized Requester Information Services (ARIS) in accordance with existing Service policy, federal and provincial policy, and legislation concerning privacy and information.

You'll support our collaboration as you:

- Provide leadership to the team by determining job function/design, recruiting of section staff, assigning work/project priorities, and developing performance standards.
- Manage the Operational Communications Centre by providing training, conducting performance evaluations and preparing performance objectives.
- Perform the duties of a Communications Operator when necessary.
- Provide security assistance and information to MPPs, their staff and Party Caucus staff.
- Communicate effectively with external contacts such as contractors and emergency services (police/ambulance/fire) in the exchange/provision of information related to security matters, including requesting assistance for emergency incidents and providing information regarding access to the Legislative Building.

How You Qualify

You demonstrate excellence through your:

- Proven 3-5 years of specialized experience in an Operational Communications Center.
- Comprehensive knowledge of security methods/techniques, along with administrative, mathematical and supervisory skills to provide leadership, as well as assess infractions and interpret information.
- Knowledge of Legislative Protective Service's emergency and operational procedures, including radio communications, CPIC/ARIS policies and procedures, fire plans, CCTV, and access control for the purposes of communications duties: entering, retrieving and maintaining information/records; operating two-way radio/CPIC terminal/telephone systems, including other office equipment; and responding to requests of emergency.
- Knowledge of local geography around Queen's Park/Legislative Precinct and the ability to work in various rotating schedules as assigned, covering 24 hours, 7 days per week.
- Knowledge of computer technology systems and software applications to provide word processing services as required.

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

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.