



Make working for
The City work for you.



Chief, 9-1-1

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](#). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

Reporting to the Director of Emergency Management & Community Safety (EMCS), the Chief of 9-1-1 will lead public safety through oversight of the 9-1-1 division. 9-1-1 is The City of Calgary's Public Safety Answering Point and provides emergency and non-emergency call taking and dispatching services for Police, Fire and Peace Officers.

As a member of the EMCS Management Team, you will be expected to foster an inclusive leadership approach that promotes psychological and physical safety. As a strategic decision-maker, you will possess political acumen and have experience in leading transformational change, culture, and enabling innovation. Primary duties include:

- Lead a team of over 300 staff that manage over a million calls to 9-1-1 per year, ensuring that calls are evaluated, and appropriate emergency services resources are sent to assist citizens in need.
- Protect the safety of first responders through monitoring and dispatching resources while providing coordination and escalation when frontline officers experience a direct threat to their safety.
- Lead strategic planning and set the long-term vision for Calgary 9-1-1 and other divisions within the business unit.
- Provide operational oversight and decision making of daily operations in a 24/7 environment.
- Cultivate strategic, collaborative relationships with internal and external partners including Calgary Police Service, Calgary Fire Department, Alberta Health Services, and orders of government, agencies and governing bodies.
- Collect and report on ongoing operational activity and trends, risk assessment, and environmental scans to support business development that drives change.
- Develop business plans and budget strategies to achieve financial, operational and service delivery objectives.
- Lead the workplace culture for over 300 staff in a unionized and complex environment that reflects strong workplace values and supports employee development, wellbeing and belonging.
- Develop policy that aligns with corporate values and objectives, and ensure that effective municipal practices and policies, resources and processes are in place to support community and public safety.
- Ensure the compliance of Calgary 9-1-1 with Alberta 9-1-1 standards.
- Liaise with partner organizations to provide dispatching services for 13 regional fire departments.
- Drive innovation and creative solutions to advance the use of technology, continuous learning and resilience.
- Provide leadership to the division during significant emergency events and critical incidents.
- Align the response of various emergency services to integrate emergency response and collaborate with internal and external partners to facilitate effective and efficient emergency response.

Qualifications

- A Degree in Business, Management, Emergency Communications, Leadership, Criminal Justice or a related field and at least 10 years of relevant senior level experience in business management, emergency management and/or public safety, including experience with directly managing leaders of larger operational teams, budgets, programs, strategy and culture. A related Master's degree will be considered an asset.
- Experience and success in creating and executing a strategic vision and direction for a complex organization, ideally in a service-based environment is preferred.
- Experience leading in public safety with large multi-union public sector or government experience will be an asset.
- Demonstrated success in strategic leadership, relationship development, management capability, strengthening workplace culture, political acumen, values and ethics, and customer focus.

Working Conditions: Office environment with exposure/leadership responsibility in emergency events and critical incidents.

Note: Relocation assistance may be offered to the successful candidate.

Pre-employment Requirements

- An enhanced security clearance and pre-employment polygraph will be conducted.
- Successful applicants must provide proof of qualifications.

Union: Exempt

Position Type: 1 Permanent

Compensation: Level M3 \$156,500 – 195,600 per annum

Hours of work: Standard 35 hour work week

Audience: Internal/External

Business Unit: Emergency Management & Community Safety

Location: 3705 35 Street NE

Days of Work: This position works a 5 day work week earning 1 day off in a 3 week cycle.

Apply By: November 27, 2025

Job ID #: 312869

Apply online at www.calgary.ca/careers