



Selection Process

EMD Positions

Below are the steps of the recruitment process to become an Emergency Medical Dispatcher for Medical Communications Management Centre (MCMC).

STEP 1 CritiCall Test

CritiCall is computer software which evaluates applicant's critical thinking abilities and other necessary skills for success in the complex and stressful dispatching environment.

The test can take up to approximately two hours to complete and is done at our MCMC facility in Moncton NB.

For more information: www.criticall911.com

STEP 2 Job Shadowing

A two-hour job shadowing is required at our MCMC facility. The goal is to learn more about the position by shadowing an experienced Dispatcher.

The applicant is not paid for the job shadowing hours.

STEP 3 Interview

If the applicant is successful in Steps 1-2, they will be invited to an oral interview.

The interview is performed by representatives and managers from MCMC and Human Resources.

STEP 4 Personality Screening

Dispatching is not for everyone. We conduct several job specific assessments to assist with the hiring process.

STEP 5 Language Assessment

You must be a minimum level 3 (advanced) in both English and French to work in our centre. Applicants will undergo a valid Official Language Assessment from the Department of Post-Secondary education, Training and Labour.

STEP 6 Reference Checks

If the applicant is successful with the interview, HR will conduct reference checks.

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STEP 7 Emergency Medical Dispatch course (EMD)

The applicant will have to successfully complete the Advanced Emergency Medical Dispatcher (EMD) Certification course with the National Academy of Emergency Medical Dispatch. This is offered at our MCMC facility in Moncton, NB to those who successfully complete the above six steps.

Advanced EMD training helps to master emergency medical dispatching on the front lines. Applicants will learn how to handle difficult callers, identify the correct chief complaint, assign needed resources, effectively communicate between responders and callers, and provide life-saving support.

This is hands-on training with real-life examples, audiovisual tools, and instructors who have spent years in EMS as dispatchers and responders.

You are required to maintain your Emergency Medical Dispatcher Certification in accordance with standards set by International Academy of Emergency Dispatching when employed with ANB.

For more information: www.prioritydispatch.net.

STEP 8 On-the-Job-Training

For an applicant to attend the paid On-the-Job-Training (OJT) Program for the Dispatcher position, they must successfully complete the Advanced EMD course and obtain CPR Level C certification.

An experienced Dispatcher serves as the course instructor for the formal classroom training, which lasts approximately 8 weeks in duration.

The OJT Program takes place in a Dispatcher's normal working condition, using actual tools, equipment, documents and materials that Dispatchers use in the real working environment.