

Logistics and Support Technician



What do you like best about your job?

Every day is challenging. I get to work with the paramedics and other fleet support personnel, and meet other staff at the Region.

Describe your typical day?

A typical day is eight hours and starts at 5:30 a.m. with checking and restocking the ambulances returned by the previous shift's paramedics. There could be as many as 10 to 12 ambulances and their response kits needing restocking. Once the ambulances are ready for use, we travel to the three area hospitals to restock the Pyxis units located there. The Pyxis units are drug and equipment dispensing systems used by the paramedics to restock ambulances after every call. This ensures ambulances are ready for the steady stream of waiting calls without having to return to the station. While at the hospitals, we pick up any used equipment left behind, clean it and ready it for return to service. Maintaining the specialized patient carrying equipment such as stretchers and stair chairs is also part of the Logistics and Support Technician's day to day duties, as is performing the all important "deep cleans" (a weekly process to disinfect each ambulance and its equipment).

How are you making a difference?

By checking and restocking the ambulances and emergency response bags before the shift starts, paramedics are out on the road sooner and able to respond to calls. In a busy service such as ours, this improves response times for those people that really need an ambulance. Having checked the equipment myself, I know it's going to work when it's needed.



What do you like about working or living in Waterloo Region?

Waterloo Region is a great place to live. There's a lot to do and you're exposed to diversity of all kinds... Not just cultural diversity, but the mix of urban and rural areas. In most cases you are only 15 minutes from the rural areas of Waterloo Region.

Why did you choose to work for Region of Waterloo Public Health and Emergency Services?

Working for the Region has been a pleasant working experience. In addition to a stable work environment and the ability to make a good living, interacting with all the different staff has been very rewarding.

What would you tell someone considering a career as a Logistics and Support Person?

Being a Logistics and Support Technician allows you to work with great people, every day is a challenge and you are constantly learning new things.

Areas you could work in:

- Paramedic Services
- Grand River Transit (GRT)
- Supply Services

Qualifications you need:

- Grade 12 education
- Valid Class "G" driver's licence and acceptable driving record are required in order to operate a Regional vehicle within and outside of the Region
- The ability to support and project values compatible with the organization

- General mechanical aptitude and problem solving abilities in order to perform minor vehicle maintenance, identify and replenish depleted supplies/kits, and conduct quality assurance tests and maintenance
- Familiarity with the Ambulance Act and Regulations

Wage/salary range:

- \$25.16 to \$26.74 hourly (2020 rates)

Region of Waterloo Public Health and Emergency Services

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