

Firefighter Recruitment Frequently Asked Questions

About the Job	3
What are the shift and hour requirements of the Firefighter position?	3
What work location will I be assigned to?	3
What benefits are offered in this position if I am successful?	3
What are some health and safety hazards associated with being a firefighter?	3
Application Process	4
Where can I find the steps involved in the Firefighter application process?	4
Where can I find the job posting and information on qualifications required	4
How do I pay the Firefighter Recruitment Administrative Fee, and what is the cost?....	4
What costs are associated with the Firefighter recruitment process?	4
Do I need to sign-in to search for and review jobs.....	4
How do I create/update my Candidate Profile in SuccessFactors?	4
How do I change/reset my password in SuccessFactors?.....	5
How do I apply for the job?.....	5
Can I update my application throughout the process? How?	6
How do I view the status of my application?	6
Is OFAI certification required or accepted?	6
Job Requirements / Qualifications	7
What if I do not have the education or credentials required for this position but I do have direct related experience? Will I be considered?.....	7
What are the Driver's License requirements?.....	7
What are the NFPA courses or certifications that are required to apply?	7
How do I obtain NFPA certifications?	7
Will I be required to provide proof of community involvement or volunteering experience?	7
What are the requirements for First Aid and CPR?	7

Other than the standard certifications (NFPA 1001 1&2, NFPA 472 / 1072, DZ, etc.),
what are other courses and certifications are required from applicants? 8

Interview / Assessment Process 8

What assessments and tests are involved in this process? Will I be required to
complete every assessment / test? 8

How will I be contacted if I am selected for an interview? 8

What should I expect in the interview? 9

Can I Request for Accommodation?..... 9

**For any additional questions or clarification related to the Firefighter
recruitment process or position, email firefighter.recruitment@mississauga.ca**

About the Job

What are the shift and hour requirements of the Firefighter position?

Answer: Firefighters must be available to work 365 days per year, 24-hour shifts (8:00 – 8:00), 42 hours per week (averaged over 28 days), with rotating shift schedule, including weekends and holidays.

What work location will I be assigned to?

Answer: New hires, upon successful completion of training, will be assigned to the Operations section and work out of one of the City's fire stations, or any other section as required. There are currently twenty-two fire stations in the City of Mississauga.

What benefits are offered in this position if I am successful?

Answer:

- MFES offers an excellent extended benefits package
- Details will be provided at the conditional employment offer stage, however, here are some benefits highlights:
 - Prescription Drugs
 - Vision Care and Eye Exams
 - Out of Province Emergency Medical
 - Private Duty Nursing
 - Hospital
 - Orthopedic Shoes and Orthotics
 - Psychologist
 - Paramedical
 - Life Insurance
 - Accidental Death & Dismemberment Insurance
 - Sick Leave
 - Long Term Disability

What are some health and safety hazards associated with being a firefighter?

Answer: Hazards typically fall into general categories as listed below. For more information on the hazard categories, prevention, or how to work safely, review the following information: [CCOHS - OHS Fact Sheet - Firefighter](#)

Application Process

Where can I find the steps involved in the Firefighter application process?

Answer: Information on the Firefighter recruitment process can be found on the following website: [Jobs.Mississauga.ca/Firefighter Hiring Process](https://jobs.mississauga.ca/Firefighter_Hiring_Process)

Where can I find the job posting and information on qualifications required?

Answer: Firefighter job posting and additional recruitment information can be found on the City's Career Site: [City of Mississauga Jobs](https://jobs.mississauga.ca)

How do I pay the Firefighter Recruitment Administrative Fee, and what is the cost?

Answer: Any candidate applying to the Firefighter position, will be required to pay a non-refundable administration fee of \$150 + tax prior to application submission. A link to the administrative fee portal will be provided on the job posting. Candidates will need to provide proof of payment by indicating the Order # in the Job Specific Information section of their application.

What costs are associated with the Firefighter recruitment process?

Answer:

- All applicants will be required to pay a non-refundable \$150.00 + tax Administration Fee
- Additional fees (approximately \$70) will be required, only by candidates invited to complete a written test
- Additional fees (approximately \$500) will be required, only by candidates invited to complete a physical and/or medical assessment.

Do I need to sign-in to search for and review jobs?

Answer: No, candidates do not need to log in to view jobs on the career site. However, to apply, candidates will need to sign-in to complete and submit the application

How do I create/update my Candidate Profile in SuccessFactors?

Answer: To create your Candidate profile, visit the City's Career Site: [City of Mississauga Jobs](https://jobs.mississauga.ca), click **My Candidate Profile** at the top right side of the page. Then select **Create an Account**.



[View all jobs](#)

[View internal jobs](#)

[Hiring process](#)

[Who we are](#)

[Need help?](#)

[My candidate profile](#)



To update your online profile, sign-in to your Candidate Profile and expand the sections where you can make updates to your personal information and/or resume. When finished, simply click Save at the bottom.

How do I change/reset my password in SuccessFactors?

Answer: To change your password, sign-in to your Candidate Profile, click Options and select Settings from the drop down menu. Enter new password and select Change Password button on the bottom left.

To reset your password, click My Candidate Profile tab at the top right of the page and you will be directed to the sign-in page. Click the Forgot your password link beside the sign-in button and enter your email address. Check your email for further instructions to reset your password.

If, after requesting a reset of your password, you don't receive a password reset email, do the following:

- Check the Spam or Junk Mail folder. If the email isn't there, clear your internet Browser's cache and cookies and try resetting the password again
- Search for an email with the title "Reset your password".
- Wait five minutes for the password reset email to arrive.
- Check your other email accounts, if any, for a password reset email

How do I apply for the job?

Answer: To apply for the job, click on the job posting and select the **Apply Now** button on the top right of the page and select **Apply Now** from the drop down menu. You will be prompted to sign-in to your **Candidate Profile**, if you have not already done so. Review and/or edit the details of your Candidate Profile, ensuring your email address and phone numbers are up to date. Complete the **Job-Specific Information** section to complete the application questions and click the **Apply** button at the bottom right of the page. You can save your application and return to it at a later time by clicking the **Save** button at the bottom right of the page.

Can I update my application throughout the process? How?

Answer: Candidates can update their candidate profile and resume anytime via SuccessFactors. However once an application is submitted, the system takes a snapshot of the application (resume, cover letter, attachments, questions, etc.) and it cannot be updated or edited during the recruitment process. After you have submitted your application, to update any information on your application, you must email firefighter.recruitment@mississauga.ca

How do I view the status of my application?

Answer: To view the status of your application, sign-in to your Candidate Profile and expand the Jobs Applied section. The Jobs Applied section will display all positions you have applied to, along with the status of each one.

Steps:

1. Go to jobs.mississauga.ca
2. Click on "My Candidate Profile" on top right
3. Login to your account
4. Under Candidate Profile page expand the Jobs Applied Section

Is OFAI certification required or accepted?

Answer: Firefighter recruitment assessments are based on an internal and external evaluation process that does not include OFAI certification. The City does not require and will not be accepting OFAI certification in the application process. Please refer to the minimum and preferred requirements sections of the job posting on our career site: City of Mississauga Jobs for further information.

Job Requirements / Qualifications

What if I do not have the education or credentials required for this position but I do have direct related experience? Will I be considered?

Answer: Candidates are required to meet the minimum requirements stated in the job posting to be considered for the Firefighter position.

What are the Driver's License requirements?

Answer: As per the minimum requirements in the job posting, candidates must possess a valid Ontario D Class License with Z Endorsement. Candidates will be required to submit proof of a valid Driver's License and Drivers Abstract that is acceptable to the City for validation during the recruitment process.

What are the NFPA courses or certifications that are required to apply?

Answer:

- National Fire Protection Association (NFPA) 1001 Firefighter I & II certification (proof of Pro Board Seal or IFSAC)
- NFPA 472 or NFPA 1072 Hazardous Materials Awareness and Operations certification (including Mission Specific PPE and Mission Specific Product Control) certification (proof of Pro Board or IFSAC seal required) at the time of application.
- **Your NFPA certification must be secured from a post-secondary institution, in Ontario, with either IFSAC or ProBoard seal, that is accredited as recognized by the Office of the Fire Marshal (OFM), Ontario, Canada. Education and certification acquired outside of Ontario must be accredited by either IFSAC or ProBoard. If you are invited for the next steps of the assessment, you will be required to produce a letter from the Office of the Fire Marshal (OFM), stating that your out of province certification is recognized in Ontario.**

How do I obtain NFPA certifications?

City of Mississauga doesn't recommend any particular institution to obtain the required certifications. However, course curriculum needs to be completed to obtain the required NFPA certifications. Below is a link with more information on training and certification recognized by the Ontario Fire Marshall (OFM) and list of all the institutions where you can enroll yourself to complete the pre fire service education and obtain NFPA certifications.

<https://www.ontario.ca/page/firefighter-training-and-certification>

Will I be required to provide proof of community involvement or volunteering experience?

Answer: Volunteer and/or community involvement experience is a preferred qualification, providing proof of this type of experience may be beneficial to your application.

What are the requirements for First Aid and CPR?

Answer: As per the minimum requirements in the job posting, candidates must possess a valid and current Standard First Aid and CPR "C" certificate, CPR BLS/HCP certificate or higher (e.g. EMR).

Other than the standard certifications (NFPA 1001 1&2, NFPA 472 / 1072, DZ, etc.), what are other courses and certifications are required from applicants?

Answer: Please refer to the minimum and preferred requirements sections of the job posting on our career site: [City of Mississauga Jobs](#)

Interview / Assessment Process

What assessments and tests are involved in this process? Will I be required to complete every assessment / test?

Answer: The City of Mississauga completes assessments based on job-related criteria. Candidates are asked to participate in a variety of tests and assessments at various stages of the recruitment process. Candidates will be notified of details related to these tests/assessments IF they are selected to proceed to the next stage of recruitment. Assessments for the Firefighter position including the following;

- Successful completion of but not limited to a written test, a medical assessment, practical assessments, behavioral assessments, York University Firefighter fitness assessment (scheduled by the City of Mississauga), performance assessments and swimming tests including reference and background checks

How will I be contacted if I am selected for an interview?

Answer: Communication with candidates will be done via email. Candidates are responsible to include an email address that is checked regularly, including junk/spam mail folder to ensure time sensitive emails are received (i.e. testing and interview bookings). When emails are not returned with a response, the Hiring Committee will assume that candidates are no longer interested in the job.

Please be advised that candidates who successfully pass the assessment phases do not automatically qualify for the next step in the recruitment process. Only candidates selected to move forward to the next assessment phase will be contacted.

What should I expect in the interview?

Answer: Candidates may be asked to participate in one or several interviews during the recruitment process. Interviews panels will consist of Mississauga Fire and Emergency Services personnel. Interviews will be based on job-related criteria, and will be conducted in a manner, which is fair and equitable for all candidates.

Can I request for Accommodation?

We are an Equal Opportunity Employer. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, the City of Mississauga will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment selection and/or assessment process, please inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.