

CITY OF HELENA



Position Title: Public Safety Telecommunicator

Department: Police

Division: Support Services

Grade: S02

FLSA: Non-Exempt

The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Purpose:

The purpose of this position is to provide around the clock emergent and non-emergent services to all of Lewis and Clark County. Incumbents operate two-way radios, phones and interfaces with various computer programs and equipment in response to police, fire and medical emergencies, and relay critical information to emergency personnel. The Public Safety Telecommunicator is responsible for fast, efficient and accurate receiving, dispatching and processing of calls and message to and from various emergency departments. Staff provides efficient and effective customer service and support at all times.

Essential Duties: *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

Under general supervision, staff answers non-emergent administrative and 9-1-1 emergency telephone calls, monitors multiple radio channels, and uses web-based services such as Text-to-9-1-1, to evaluate requests based on severity to determine a course of action. Emergency requests are dispatched following established procedures, using two-way interoperable radios, Computer Aided Dispatch (CAD) terminals, and digital paging systems to contact law enforcement, fire departments and emergency medical services throughout the county. Incumbents give critical pre-arrival emergency medical instructions to members of the general public as needed; verifies and/or inputs data as requested by law enforcement; updates and monitors law enforcement personnel; determines availability and location of on-duty law enforcement units, status of all fire departments and readiness of local ambulance services.

Employees in this position are also responsible for monitoring the Criminal Justice Information Networks (CJIN) for incoming information and disseminating it to appropriate personnel; tracing and following through with abandon 9-1-1 calls; retrieving a variety of law enforcement data and reports; and entering and/or removing relevant criminal justice information, such as wanted persons, missing children and protection orders.

Essential Knowledge, Skills and Abilities Related to this Position:

Knowledge of:

- Modern computer equipment and software.
- Principles and processes for providing fast and efficient, customer service.

Skill or ability to:

- Learn new computer skills and software in a timely and efficient manner.
- Perform in a stressful, multi-tasking environment and respond rationally regardless of the crisis.
- Work variable hours, overtime and rotating days off as required.
- Speak clearly with a well-modulated, professional and calming voice using proper grammatical construction and choice of words.
- Establish a positive working relationship with all emergency service personnel, and the general public.
- Understand or decipher individuals speaking softly or unclear.

Physical Demands & Work Environment:

The dispatch center includes stations which each have a minimum of two video monitors per position as well as radio and telephone systems. This can be a complex, multi-tasking environment where stress levels can quickly elevate during frequent emergent situations. Incumbents need to be able to hear, see, and speak clearly, use hands and fingers to input data quickly & operate radios and phones, and move in a way to access files and cabinets.

Minimum Qualifications (Education, Experience and Training):

This position requires a minimum of high school graduation or equivalent, **AND** at least one year of employment operating computer consoles and providing customer service to a diversity of individuals. Other relevant combinations of education and work experience may be evaluated on an individual basis. A typing test showing a minimum of 45 correct words per minute is required.

This position is subject to Pre-employment, Random, Reasonable Suspicion and Post-Incident Drug & Alcohol testing.

License or Certificate:

Within one year of hire:

- Obtain CJIN/NCIC Certification (State of Montana)
- Obtain Public Safety Basic Telecommunicator Certification (State of Montana)
- CPR Certification (American Heart Association approved)
- Emergency Medical Dispatch certification (EMD)

Supervision Received:

Directly supervised by 911 Dispatch Supervisor

Supervision Exercised:

None

The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.