

**RESOLUTION NO. 3326**

**A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF LIVINGSTON, MONTANA, ADOPTING POSITION DESCRIPTION FOR COMMUNICATIONS SERVICES COORDINATOR.**

**WHEREAS**, the City of Livingston and Park County Montana have recently formed the Communications Advisory Committee by Interlocal Agreement; and

**WHEREAS**, the Communications Services Coordinator is a new position to be created as a result of the Interlocal Agreement; and

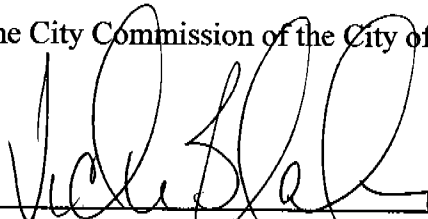
**WHEREAS**, Communications Services Coordinator will be considered a city employee; and

**WHEREAS**, the position description for the Communications Services Coordinator attached hereto as Exhibit A and which is incorporated by this reference as though fully set forth herein establishes both the educational requirements, as well as the requirements of the position.

**NOW, THEREFORE, BE IT RESOLVED**, by the City Commission of the City of Livingston, Montana, as follows:

That the job description for the position of Communications Services Coordinator for the City of Livingston attached hereto as Exhibit A is hereby adopted.

**PASSED AND ADOPTED** by the City Commission of the City of Livingston, Montana, this 16<sup>th</sup> day of September, 2002.

  
\_\_\_\_\_  
**VICKI BLAKEMAN - Chairwoman**

**ATTEST:**

  
\_\_\_\_\_  
**PAM PAYOVICH**  
Recording Secretary

**APPROVED AS TO FORM:**

  
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**BRUCE E. BECKER**  
City Attorney

**CITY OF LIVINGSTON**  
**POSITION DESCRIPTION**

**SEPTEMBER 2002**

**POSITION:** Communications Services Coordinator

**DEPARTMENT:** Communications

**ACCOUNTABLE TO:** City Manager. The Communications Advisory Committee shall serve as an advisor to the City Manager and make recommendations.

**SUMMARY OF WORK:** Responsible for the overall administration and supervision of the Communications Department, which includes the 911 emergency dispatch center. Confers with the Communications Advisory Committee, agency representatives, and others related to the operation of the public safety answering point (PSAP) and all public safety communications. Hires, trains, develops, schedules, supervises, evaluates, and disciplines department employees. Keeps Communications Advisory Committee members informed of operations and works closely with the committee, agency representatives and technical advisors. Identifies communication needs, develops and implements systems to meet those needs. Supervisory responsibility for all dispatch functions, dispatch personnel, and records keeping. Oversees records storage and maintenance of dispatch equipment. This position is FLSA "Exempt."

**JOB CHARACTERISTICS:**

**Nature of Work:** This position performs supervisory and technical duties of receiving and relaying information in a rapid, precise manner that could have substantial consequences if done incorrectly. Works outside normal hours for training, court, or to cover a shift. Job may entail working under highly stressful circumstances. Relays sensitive information and adheres to standards of confidentiality. Maintains accurate records.

**Personal Contacts:** Continual contact with the public by phone and in person. Regular contact with the Communications Advisory Committee, City and County commissions, and public safety providers.

**Supervision Received:** Regular supervision from the City Manager, with recommendation made and advisement from the Communications Advisory Committee.

**Supervision Exercised:** Provides daily supervision and direction to department employees.

**Essential Functions:** Acts as the public safety answering point (PSAP) manager. The position requires the ability to: Communicate well, orally and in writing; Supervise; Hear well, even with static; Speak clearly and concisely; Record information; Operate communications equipment; Operate a computer and other office machine;. Be versed in communications equipment, including computer hardware and software for E-911 systems, CAD systems, digital systems, paging systems, and GIS systems; Investigate and resolve customer complaints in a timely fashion.

**AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE:**

- Hires, trains, schedules, develops, supervises, evaluates, disciplines, and provides leadership for department employees.
- Oversees dispatch duties for law enforcement, EMS services, coroner, city and rural fire departments, towing services, City, State and County public service agencies, DES, animal control, and other emergency service or public safety providers. Closely monitors and evaluates all calls to insure security and safety of responding personnel.
- Prepares and submits preliminary budgets and exercises control over department expenditures.
- Confers with the Communications Advisory Committee, agency representatives, and others related to the operation of the PSAP and all public safety communications.
- Attends Communications Advisory Committee meetings and keeps members informed of operations. Acts as a liaison to the committee and City and County commissions.
- Periodically attends emergency service provider and public safety agency meetings.
- Assists in activating and setting up the EOC.
- Acts as a system administrator for all public safety communications operations, including E-911 dispatch management, EMD management, CAD systems management, paging, digital systems, remote communications locations and other related communications operations, both present and for the future.
- Oversees the answering of telephones, radio communications and the dispatching of proper agencies; Monitors the NAWAS phone line; Oversees CAD entries and ensures that phone calls and radio transmissions are accurately logged and recorded.
- Coordinates with the Rural Addressing Department and phone companies related to E-911 dispatching.
- Oversees clerical duties related to dispatch.

- Oversees all computer work of law enforcement on the CJIN computer; Trains employees to become certified in the use of the CJIN computer, and provides on-going training; Oversees monthly validations for CJIN, and monitors usage and all entries to ensure compliance with applicable guidelines; Release reports to proper agencies.
- Attends yearly TAC and other related communications conferences for updates/changes and relays information to dispatchers.
- Oversees copying of radio or phone recordings from the 911 recorder for law enforcement agencies or attorneys.
- Develops, presents, implements, and evaluates standard operational procedures and protocols.
- Develops a quality assurance process for call reviews.
- Prepares a monthly report on communications activities for City Manager and Communications Advisory Committee.
- Compiles Material to be used as a basis for negotiating a fee structure between the City and County, and user entities.
- Evaluates communications center needs, circulates RFP's and makes recommendations to the Communications Advisory Committee on computer hardware and software acquisitions.
- Orders supplies and is responsible for all communications equipment and maintenance in communications center and remote communications locations.
- Completes regular department reports and surveys.
- Oversees proper storage of all records, computer databases, reference materials and files.
- Attends meetings as required by the Communications Advisory Committee.
- Performs other related duties as required.

**JOB REQUIREMENTS:**

**Knowledge:** This position requires knowledge of emergency communications systems including applicable laws and regulations, and considerable knowledge of emergency service agencies and their interactions; Considerable knowledge of principles and practices of personnel supervision and management; Budgeting preparation and records keeping; Current and future theories, principles, and practices related to emergency services communications; Methods of analyzing, evaluating, and modifying relevant administrative procedures including staffing, equipment, facilities, and budget planning; Working knowledge of the Incident Command System, EMS and EMD systems is preferred.

**Skills:** This position requires skills in preparing clear, concise and timely records; Research and analysis of multifaceted data; Interpret and apply laws, rules and regulations as they relate to applicable job functions; Relate and coordinate activities with the City Manager, Communications Advisory Committee, other agencies, departments and the public; Operation of modern communications equipment including 911 recorder, computers, TDD equipment, and radios; Typing and clerical duties; Must possess the interpersonal skills necessary to develop and maintain positive working relationships with emergency service customers, employees and the public.

**Abilities:** This position requires the ability to: Communicate effectively orally and in writing; Perform multiple duties at a time; Remain calm in stressful situations; Maintain confidentiality; Relay messages quickly and accurately; Hear well, even with static and distractions; Speak clearly; Monitor and prioritize emergencies; Maintain accurate logs and records; Follow verbal and written instructions; Establish and maintain effective working relationships with co-workers, supervisors, emergency service providers, customers and the public.

#### **EDUCATION AND EXPERIENCE:**

The above knowledge, skills and abilities are typically acquired through a combination of education and experience equivalent to:

1. A high School Diploma; A Bachelor's degree in a related field, such as communications, business or public administration, is preferred.
2. Montana POST Public Safety Communicators Basic Certificate, or eligibility for such certification within 1 year of employment.
3. Montana T.A.C. (Terminal Agency Coordinator) certification with C.J.I.N., or eligibility for such certification within 6 months of hire.
4. 5 years progressively responsible employment in emergency communications, or related field, and records management.
5. 3 years of supervisory responsibility in emergency communications or related field, and records management, demonstrating proven ability in both supervisory and organizational job requirements.
6. Prior PSAP responsibility or extensive familiarity with PSAP responsibility is preferred.
7. Must be a citizen of the United States and at least 21 years of age.
8. May have no felony convictions; May not have any criminal conviction within the previous 3 years or more than 3 criminal convictions lifetime.
9. May not have more than 3 moving traffic violations within the previous 5 years or more than 5 moving traffic violations lifetime.
10. Must possess valid Montana driver's license, or eligible to obtain Montana driver's license at the time of hire.

11. Must successfully complete a thorough background investigation, employment reference check, and a criminal history records check.
12. Must pass a medical examination and psychological evaluation
13. Must meet CJIN requirements for access to criminal records.

**JOB PERFORMANCE STANDARDS:**

Evaluation of this position will be based primarily upon performance of the preceding requirements and duties listed under the **Job Accountability and Performance**