



## Job Posting

# Public Safety Communications Officer

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The City of Livingston is seeking applications to fill the position of a full-time Public Safety Communications Officer (911 Dispatcher). Applicants must be 18 years of age, be willing to work all assigned shifts and be able to type at least 35 words-per-minute. This position entails a 40 hour work week that will include regular night, evening, weekend and holiday shifts. The starting wage is \$13.38/hr, increasing after completion of a six month probationary period. A complete job description is attached.

Excellent benefits include 3 weeks of paid vacation, 12 days of sick leave, holiday pay, and a \$600 clothing allowance, each year. A stipend of \$634/month is paid toward group medical insurance for the employee and family. Enrollment in the State of Montana Public Employee Retirement System (PERS) is a noteworthy employee benefit.

Applications must be submitted to the City of Livingston Human Resources Department, 414 E. Callender St., Livingston, Montana 59047. Applications are available from the Human Resources Department or on the City website at <http://livingstonmontana.org/working/employment.html>. A signed "Authorization to Release Information" form must be submitted with the application. Applications without the signed authorization form will be excluded from consideration.

Applicants for the Public Safety Communications Officer position will be dismissed from further consideration in the selection process for any of the following reasons:

1. Any lifetime felony convictions.
2. Pending criminal charges (Once pending charges are resolved, the applicant may be considered, if the selection process still ongoing and incorporating the applicant in the process would not unreasonably delay a hiring decision.).
3. Any criminal misdemeanor conviction within the previous three (3) years.
4. Three (3) or more criminal convictions lifetime.
5. More than three (3) moving traffic violations convictions within the previous five (5) years.
6. More than five (5) moving traffic violation convictions lifetime.

## Applications will be accepted until May 28, 2012

(Extended from May 11, 2012)

Application process requires typing and ten-key testing. Testing can be done at Livingston Job Service or your local Montana Job Service office. No appointment is necessary, however, calling prior to visiting the office is recommended.

**Application and testing certification must be submitted to Livingston Job Service, 220 East Park Street, Livingston, MT 59047. Applications must be mailed to this address or delivered in person.** No electronic submissions are accepted. For information or assistance, please call Livingston Job Service at 406-222-0520, or email [LivingstonJSC@mt.gov](mailto:LivingstonJSC@mt.gov).

For questions about the position, please contact City of Livingston Human Resources at 406-823-6001.

**CITY OF LIVINGSTON**  
**POSITION DESCRIPTION**  
**February 2012**

**POSITION:** Public Safety Communications Officer

**DEPARTMENT:** Communications Service

**ACCOUNTABLE TO:** Communications Supervisor

**SUMMARY OF WORK:**

This position performs the duties of a Communications Officer at the Emergency Services Communications Center. Communications Officers are responsible for fast, efficient and accurate receiving, dispatching and processing of calls and messages to Fire, Law Enforcement and EMS vehicles and personnel on an assigned shift. Calls and messages include routine reports for Livingston and Park County Law Enforcement, requests for information, and those requiring emergency action by Fire, Law Enforcement and EMS. Communications Officers also perform clerical duties for law enforcement and local courts.

**JOB CHARACTERISTICS:**

**Essential Functions:**

Position requires ability to communicate accurately orally and in writing; hear well – even with static and noise; speak clearly and concisely; record information on physical documents and using a computer in a precise and accurate manner; read, locate and manually file documents; respond to clients at the Communications Center walkup window; operate dispatch equipment; operate a computer and other office machines for long periods of time; type for long periods of time; see and locate physical documents in filing cabinets, sit for long periods of time, and function under emergency situations.

**Personal Contacts:**

Continual contact with the public by phone and in person. Daily contact with fellow employees and other agencies.

**Supervision Received:**

Supervision and instruction as needed from a Communications Supervisor.

**Nature of Work:**

- Perform dispatch duties for Police, Sheriff, Montana Highway Patrol, Livingston Ambulance, Paradise Valley Ambulance, Coroners, 8 Fire Departments, Wreckers, City, State and County Public Services, Disaster & Emergency Services, Animal Control and any other emergency service responders. Closely monitors all calls to insure security and safety of all responding personnel.
- Scan Computer Aided Dispatch computer screens and contact emergency response field units to determine emergency units available for dispatch. Interviews and evaluates calls to determine what action and priority is to be awarded. Refers callers to proper agency or department.
- Determine response requirements and relative priorities of situations and dispatch units in accordance with established procedures.
- Excellent knowledge of Livingston and Park County geographical area and locations.
- Record details of calls, dispatches, radio transmissions and messages manually and using a computer.
- Enter, update and retrieve information from computerized data systems, like CJIN and NCIC regarding such things as wanted persons, stolen property, vehicle registration and stolen vehicles.
- Type complaint reports.
- Maintain files of information relating to emergency calls such as personnel rosters and emergency call-out and pager files.
- Monitors the State NAWAS phone line.

- Enters data from tickets, warrants, summons, protection orders, dispositions, etc. into the Police docket book and computer. Files these items in the appropriate location.
- Issue of keys for City and County Departments.
- Process fingerprint cards; type information on physical cards using a typewriter, mails dispositions to the State and maintains local arrest files.
- Obtains dispositions from the Courts to maintain local criminal history files.
- Process Brady Bill requests for the Police and Sheriff's Department.
- Performs all computer work for the Police Department and Sheriff's Office on the CJIN/NCIC computer.
- Performs extensive criminal history checks for officers, City, County and District Judge, City and County Attorneys and Parole and Probation Officers for sentencing/investigation purposes.
- Clears Investigation Files for storage in basement.
- Accepts bond money for City Court after hours and distributes. Receipts all money.
- Attends required meetings for the Department.
- Sends City Accident reports to the State and inputs information into computer.
- Maintain confidentiality – This position requires the ability keep all information acquired through the course of working at the Communications Center confidential.
- The ability to type at a minimum of 40 words per minute.
- Response Time: Within 30 days of employment, as a condition of their employment, employees shall reside within such proximity of their workplace that they can respond to their workplace within 20 minutes from his/ her residence on dry roads and within 25 minutes in inclement weather conditions without violating any law of the State of Montana or the City of Livingston. Non compliance with this requirement shall be cause for disciplinary action including termination. The City Manager may waive this requirement.
- Performs other related duties as required.

**Work Activities:**

- Operates two way radios and paging system for dispatching and/or paging for Police/Fire and Medical responses. Radio transmission procedures and basic FCC rules and regulations governing operation of radio transmission and receiving systems.
- Gives pre-arrival emergency medical (EMD) instructions to protect victim and/or crime scene.
- Responds to non-emergency phone lines as well as emergency 911 phone lines. Monitors multiple radio frequencies. Monitors and uses TDD (telephone device for the deaf). Uses Emergency Preparedness Network (EPN) during emergency situations.
- Establishing and maintaining interpersonal relationships — Develops constructive and cooperative working relationships with others, and maintains them over time.

## **JOB REQUIREMENTS:**

### **Tools & Technology:**

Communications Officers must, after applicable training, be able to use all of the following tools and technology.

- Mainframe terminals
- Special purpose telephones including TDD— Multi-line telephone systems.
- Two way radios — Operate multiple base station radios and pagers.
- Data base user interface and query software — 911 system information databases; Law enforcement information databases; National Crime Information Center (NCIC) database; Criminal Justice Information Network (CJIN) database; National Law Enforcement Telecommunications System (NLETS)
- Call center software — Computer aided dispatch (CAD) software, etc.
- Internet browser software — Web browser software
- Word processing software — Microsoft Word

### **Abilities:**

- Verbal Communications - The ability to communicate information and ideas in speaking so others will understand. The ability to speak clearly with a well modulated and pleasant voice using proper grammatical construction and in choice of words.
- Calmness – The ability to remain calm in stressful and emergency situations in a multi-tasking environment.
- Effective writing – The ability to write clearly so that others will understand.
- Listen to developmentally challenged, children, intoxicated, hysterical and persons threatening suicide.
- Multi-tasking – The ability to perform several duties at a time.
- Attention to Detail – The ability to maintain accurate logs and records. The ability to relay messages quickly and accurately.
- Follow Directions – The ability to follow management directives, standard operating procedures, and professional standards.

### **Physical Demands:**

- Near Vision – The ability to see details at close range (within a few feet of the observer). The ability to see and locate physical documents without the assistance of another staff member. The ability to see a client at the communications center window.
- Bending and stooping to access filing cabinets, forms, and manuals.
- Hearing – The ability to hear phone calls, radio communications and in-person conversations, even with static interference.
- Sitting – The ability to sit for long periods of time.
- Manual dexterity – The ability to use hands and fingers to input or control radio, telephone and computer equipment.
- Comfortable in Confined Spaces – The ability to remain inside the emergency services communications center for 8 -12 hours at a time.

## **EDUCATION REQUIREMENTS:**

- A High School diploma or GED

All Public Safety Communications Officers must obtain the following training and certification after they are hired:

- Public Safety Communicators Officer training through MLEA
- CJIN level II and Criminal History certification
- Emergency Medical Dispatch (EMD) certification

## **JOB PERFORMANCE STANDARDS:**

Evaluation of this position will be based primarily upon performance of the preceding requirements and duties. Examples of job performance criteria include, but are not limited to, the following:

- Performs assigned duties.
- Effectively performs dispatch duties for law enforcement and emergency services.
- Effectively operates computer for record maintenance, reports, and research.
- Capably performs extensive criminal history checks for officers, attorneys, and parole and probation for sentencing/investigation purposes.
- Demonstrates ability to handle several tasks at once and remain calm.
- Maintains confidentiality of sensitive information.
- Prepares and maintains timely and accurate records and reports.
- Deals tactfully and courteously with the public, customers, and City and County staff.
- Observes work hours.
- Demonstrates punctuality.
- Establishes and maintains effective working relationships with fellow employees, supervisors, entities and the public.