



## City of Livingston, Montana 911 Communications Officer

### **Job Description:**

Do you enjoy serving your community? The City of Livingston, Montana is hiring full-time 911 Communications Officers who will be responsible for performing dispatch duties for first responders throughout Park County, Montana.

**Work Location:** In person at 414 E. Callender St. Livingston, MT 59047

**Job Type:** Full-time, year-round

**Rate of Pay:** \$22.64 per hour, additional shift differential for all hours worked between 7:00 p.m. until 7:00 a.m.

**Shifts:** Shifts range from 8-hour to 12-hour shifts depending on schedule. Shifts include days, nights, overnights, weekends, and holidays.

### **Full-time Benefits Include:**

- On-the-job paid training
- State Retirement
- Vacation and sick accrual
- Holiday pay
- Paid parental leave
- Medical, dental, vision, and life insurance
- Flexible Spending Accounts and Health Savings Account
- Employee assistance plan

### **Qualifications for Success:**

- Ability to work well under pressure
- Ability to communicate effectively with callers and emergency responders
- High attention to detail with accuracy
- Strong customer service skills and ability to handle complex customer calls
- Ability to have familiarity with the city of Livingston and Park County geography and locations
- Ability to multitask and work with frequent interruptions
- Must maintain the highest standards of confidentiality and integrity
- Ability to record information including names, numbers, addresses accurately
- Work with multiple computer monitors and various computer programs simultaneously
- Emergency services experience preferred
- This job is performed indoors in a climate controlled environment while sitting and/or standing during entire shift. Using headphone, telephone, foot pedals, computer keyboard, mouse, reading, writing, and speaking.

### **Education:**

- High School Diploma or equivalent

### **Requirements:**

- Ability to accurately type/keyboard with proper spelling, grammar, and punctuation

- Customer Service – minimum of one year preferred
- In emergency or disaster situations, employees may need to remain on shift if other coverage is not available
- Ability to speak English clearly and verbally communicate at a rapid speech rate under stressful, confusing and/or hectic circumstances
- Ability to work in a team environment and maintain good working relationships with all City and County personnel
- Montana criteria based Emergency Medical Dispatch Certification required within 1 year of hire (employer paid)
- If not already certified, new communications officers are expected to complete Montana Public Safety Communicator Basic Academy within 1 year of hire (employer paid)
- As a condition of hire, the final candidate will be required to successfully pass a criminal history and background check
- Additional paid training required include Basic Life Support (BLS)/CPR, Telephone Cardiopulmonary Resuscitation (TCPR) course, FEMA Emergency Management Courses, 100, 200, and 700
- Position requires Criminal Justice Information Network (CJIN) full access within 6 months of hire

**To apply, please send resume via email to Cari Rubin, Human Resources Director at [HR@LivingstonMontana.org](mailto:HR@LivingstonMontana.org)**