



**CITY OF MILES CITY
JOB DESCRIPTION**

Human
Resources
Adopted:

November
1994

Last
Revised:

March
2015

CUSTER-GARFIELD EMERGENCY TELE-COMMUNICATOR

POSITION: 911 Tele-Communicator
DEPARTMENT: Police Department
ACCOUNTABLE TO: 911 Coordinator/Lead Dispatcher

SUMMARY OF WORK: This position is responsible for operating the Dispatch Center for County of Custer and County of Garfield through the Miles City Police Department. Receive complaints from public concerning crimes and police emergencies. Promptly broadcast calls for assistance to police patrol units as they are received. Operate radio, telephone, and computer equipment to receive reports of fires and medical emergencies and relay information to proper officials. Aid all emergency response personnel in their request for assistance through the Dispatch Center.

JOB REQUIREMENTS:

Nature of Work: This position performs complex duties of a multi-tasking environment; including but not limited to dispatch and secretarial duties requiring attention to accuracy, detail, timeliness and confidentiality. The position can occasionally be hostile, emotional and stressful. The position requires a moderate to high level of secretarial, typing and computer skills. Dispatchers will encounter many types of people or services and work with various law enforcement agencies. May be required to act as a matron in the absence of a female officer.

Personal Contacts: Daily contact with the employees, the public and other public agencies such as Hospitals, Fire Department, Emergency Teams, Sheriff Units, Highway Patrol, and other State Agencies.

Supervision Received: Daily supervision from the 911 Coordinator/Lead Dispatcher.

Essential Functions:

- Active Listening--Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking—Talking to others to convey information effectively.
- Critical Thinking—Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problem.
- Reading Comprehension—Understanding written sentences and paragraphs in work related documents.
- Judgment and Decision Making—Considering the relative costs and benefits of potential actions to choose the most appropriate one.

- Active Learning—Understanding written sentences and paragraphs in work related documents.
- Coordination—Adjusting actions in relation to others' actions.
- Writing—Communicating effectively in writing as appropriate fro the needs of the audience.
- Service Orientation—Actively looking for ways to help people.
- Social Perceptiveness—Being aware of others' reactions and understanding why they react as they do.
- Oral Comprehension—The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression—The ability to communicate information and ideas in speaking so others will understand.
- Speech Recognition—The ability to identify and understand the speech of another person.
- Written Expression-The ability to communicate information and ideas in writing so others will understand.
- Speech Clarity—The ability to speak clearly so others can understand you.
- Deductive Reasoning—The ability to apply general rules to specific problems to produce answers that make sense.

AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE:

General Duties: The duties of the 911 Tele-communicator include, but are not limited to the following:

- Observe work hours and demonstrate punctuality.
- Demonstrate ability to remain calm in stressful situations.
- Learn material and pass required tests for certification.
- Record details of calls, dispatches, and messages.
- Data entry/removal: Warrants, Orders of Protection, Citations, Dispositions, person/vehicle data information.
- Questions callers to determine their locations, and the nature of their problems, and determine type of response needed. Refer calls to proper agency or department.
- Provide pre-arrival and emergency medical instructions to callers.
- Enter, update, and retrieve information from teletype networks and computerized data systems regarding such things as vehicle registration, driver's license information, wanted persons, stolen property, missing persons, and stolen vehicles.
- Responds immediately to multiple 911 phone lines and multiple radio frequencies. Also responds promptly to non emergent phone lines and to the public at the dispatch window.
- Confidentiality-Maintain access to, and security of, highly sensitive materials.
- Receive payment for impound fees, parking tickets, dog fines and fees, catering fees, photo copy fees, and others may be necessary. Also collect payment for City bond for individuals wanting to be released from detention.
- Filing-Maintain and file all entered documents or those that are required to be retained; those that are not to be forwarded to the corresponding department.

- Read and effectively interpret small-scale maps and information from a computer screen in order to determine locations and provide directions.
- Answer routine inquiries, and refer calls not requiring dispatches to appropriate departments and agencies.
- Initiate and retrieve a variety of law enforcement data and reports.
- Monitors alarm systems and takes appropriate actions when activated.
- Maintain positive effective relations with the general public, other government or law enforcement agencies, supervisors, and co-workers.
- Notify the proper authority of all malfunctions in the Dispatch office.
- Responsible for notification of supply needs.
- To refrain from making judgments or decisions involving anything other than normal dispatch operations.
- To refrain from personal business that interferes with Dispatch operations.
- Dispatch shall follow the chain of command when airing complaints regarding operational procedures.
- Perform other duties as assigned by administration personnel.

EDUCATION AND EXPERIENCE AND MINIMUM QUALIFICATIONS:

Education: High school diploma or equivalent required.
 Montana Law Enforcement Academy Safety Basic Telecommunicator (State of Montana) course, or equivalent, to be completed within one year of hire.
 CJIN/NCIC Certification (State of Montana) to be completed during training period.
 Certification in Emergency Medical Dispatch Course to be completed within one year of hire.

Experience: Previous work related skill, knowledge, or experience preferred, but not required. Some degree of computer skills and knowledge.
 A typing average of 60 wpm preferred but not required.

Special Requirements: Must consent to extensive background investigations.

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.
- Maintains accurate and timely records.
- Prepares and submits accurate and timely reports.
- Deals tactfully and courteously with the public.
- Observes work hours and demonstrates punctuality.
- Establishes and maintains effective working relationships with fellow employees, supervisors and the public.
- Demonstrates ability to remain calm in stressful situations.
- Relays messages in accurate and timely manner.

- Demonstrates proper telephone usage and etiquette.
- Demonstrates ability to think quickly and analyze situations.
- Maintains alphabetical and numeric files/records.
- Maintains departmental arrest books and complaints.
- Refrains from making personal judgments or decisions.
- Adheres to standards of confidentiality.

Signed: _____ Date: _____

Supervisor: _____ Date: _____