

 <p style="text-align: center;">CITY OF MILES CITY</p> <p style="text-align: center;">Position Description</p> <p style="text-align: center;"><i>911 Telecommunicator</i></p>	Last Revised	05/06/2021
	Effective	05/07/2021
	FSLA Exempt	Non-Exempt
	Job Class	Public Safety
	Department	Police Department
	Accountable to	Dispatch Supervisor

SUMMARY OF WORK

This position is responsible for operating the Dispatch Center for the Miles City Police Department, County of Custer, County of Prairie, and County of Garfield. Receives complaints and calls for service from the public and disseminates accurate information in a professional and efficient manner to Law Enforcement, Fire and EMS first responders. Dispatches the calls and updates responders with incident information, maintains logs, records and paperwork. Assists the public with a variety of information and direction. Operates radio, telephone, and computer equipment. Aid all emergency response personnel in their request for assistance through the Dispatch Center. 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 demanding, 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.

ESSENTIAL ACCOUNTABILITIES AND EXPECTED OUTCOMES

1. Observe work hours and demonstrate punctuality.
2. Demonstrate ability to remain calm in stressful situations.
3. Learn material and pass required tests for certification.
4. Record details of calls, dispatches, and messages.
5. Data entry/removal: Warrants, Orders of Protection, Citations, Dispositions, person/vehicle data information.
6. Questions callers to determine their locations, and the nature of their call, and determine type of response needed. Refer calls to proper agency or department.
7. Provide pre-arrival and emergency medical instructions to callers.
8. 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.
9. 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.
10. Confidentiality-Maintain access to, and security of, highly sensitive materials.

11. Collect payment for City bond for individuals wanting to be released from detention upon need.
12. 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.
13. Due to the security of the work environment, light cleaning may be required.
14. Read and effectively interpret small-scale maps and information from a computer screen in order to determine locations and provide directions.
15. Answer routine inquiries, and refer calls not requiring dispatches to appropriate departments and agencies.
16. Initiate and retrieve a variety of law enforcement data and reports.
17. Monitors alarm systems and takes appropriate actions when activated.
18. Maintain positive effective relations with the general public, other government or law enforcement agencies, supervisors, and co-workers.
19. Notify the 911 Supervisor of all malfunctions in the Dispatch office.
20. Responsible for notification of supply needs.
21. To refrain from making judgments or decisions involving anything other than normal dispatch operations.
22. To refrain from personal business that interferes with Dispatch operations.
23. Daily contact with the Miles City Police Department employees, the public and other public agencies such as Hospitals, Fire Department, Emergency Teams, Sheriff Units, Highway Patrol, and other State and Federal Agencies.
24. Dispatch shall follow the chain of command when airing complaints regarding operational procedures.
25. Perform other duties as assigned by administration personnel.

MINIMUM REQUIREMENTS

Education (knowledge)

- High school diploma or equivalent required.

Experience (skills, abilities)

- Computer Skills
- 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 multiple actions to an incident to determine the appropriate action for response.
- Active Learning—Understanding written sentences and paragraphs in work related documents.
- Coordination—Adjusting to change in circumstances and emergency actions in relation to an incident.
- Writing—Communicating effectively in writing as appropriate for the needs of the audience.
- Service Orientation—Actively looking for ways to assist the public.
- Social Perceptiveness—Being aware of others' reactions and understanding why they react as they do.

- Deductive Reasoning—The ability to apply general operating guidelines to specific incidents to produce a desired and safe response.

Certificates/Licenses

Special Requirements - Must consent to extensive background investigations and be of good moral and ethical character.

DESIRABLE QUALIFICATIONS

Knowledge:

- 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 King County Emergency Medical Dispatch to be completed within one year of hire.

Skills:

Abilities:

PERFORMANCE STANDARDS

Individual performance evaluation shall be based on the following elements:

- Productivity/Independence/Reliability
- Job Knowledge
- Interpersonal Relationships/Cooperation/Commitment
- Attendance
- Adherence to Policy
- Overall Performance

WORKING CONDITIONS

Stand / Sit – Remain in a stationary position frequently

Lift - Occasionally

Noise - Frequently

Hazardous materials exposure - Never

Travel - Occasionally

Other

PHYSICAL REQUIREMENTS

- 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.
- Active Listening--Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate.
- Speaking—Talking to others to convey information effectively.

I attest that this City of Miles City Position Description accurately reflects the major duties of this position.

Position Immediate Supervisor: _____ Date: _____
Signature

This City of Miles City Position Description has been reviewed and is recommended by City Human Resource Director.

HR Director: _____ Date: _____
Signature

This City of Miles City Position Description has been reviewed and approved by City Human Resource Committee.

HR Committee Chair: _____ Date: _____
Signature

I, _____, acknowledge I have received and reviewed the Miles City Position Description; this position description will become part of my personnel file.

Employee: _____ Date: _____
Signature