

CITY OF HELENA



Position Title: Lead Public Safety Communicator

Department: Police

Division: Support Services

FLSA: Non-Exempt

Pay Grade: S05

Regular Full-time Regular Part-time Temporary/Seasonal On-Call

Hours worked per week: 40

Daily Shift: Varies

Work Schedule: Su M T W Th Fr Sat

Incumbent Name: _____

The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Purpose:

The purpose of this position is to perform all the duties of a Public Safety Communicator (PSC) as listed in the PSC position description while providing leadership and first line supervision to the public safety communicators. The position assists in managing general day-to-day dispatch operations. The lead public safety communicator's duties and responsibilities are to be shared between the operational demands associated with being a PSC and the supervisory expectations of being a lead PSC.

Essential Duties: *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

Duty 1: Performs all duties of a public safety communicator

75% Time

Essential Tasks:

- ▶ Answers non-emergent and 911 emergency telephone calls to quickly, efficiently, and accurately receive and process the information and give pre-arrival medical instructions, when needed.
- ▶ Operates two-way radios to prioritize and dispatch non-emergent and emergent calls and monitor multiple radio talk groups and tracks field units.
- ▶ Maintaining integrity and operational security over criminal justice information.
- ▶ Utilizes auxiliary systems such as telephone device for the deaf and web-based services such as Text-to-911 and RapidSOS.

Duty 2: Provides direction, assistance, and operational oversight to PSCs in performance of their duties

15% Time

Essential Tasks:

- ▶ Directs PSCs in routine activities including, but not limited to documenting relevant phone and radio traffic received into the computer aided dispatch (CAD) system.
- ▶ Ensures that PSCs provide, efficient, effective, and professional customer service at all times.
- ▶ Coordinate with center management to ensure all PSCs comply with city and departmental regulations and that calls are handled according to procedure.
- ▶ Interact with PSCs and provide input to center management on performance issues and monitor corrective

action plans as directed.

- ▶ In collaboration with center management assists with maintaining the communications training officer (CTO) program and recommends curriculum changes.
- ▶ Assist in coordinating and documenting mandatory and relevant training for all PSCs.

Duty 3: Ensures shifts are adequately staffed for all planned, unplanned, rapidly evolving or large-scale emergencies

5% Time

Essential Tasks:

- ▶ In the unlikelihood a vacancy develops, the on-duty lead dispatcher shall make efforts to fill the shift shortage.
- ▶ The lead dispatcher assists with managing leave and overtime requests. This includes updating the schedule and inputting relevant information into Guardian Tracking.
- ▶ Manages break relief for on-duty employees in accordance with the collective bargaining agreement.

Duty 4: May be assigned other tasks by the operations manager or program manager

5% Time

Essential Tasks:

- ▶ Respond to administrative inquires or citizen complaints and initiate the investigative process.
- ▶ Random review of calls for service and evaluating them according to established quality assurance standards as assigned
- ▶ Implement the appropriate back-up system and makes notification to the operations manager or designee in a timely manner.
- ▶ Will assist in developing and maintaining contingency plans for the center (phone reroutes, emergency generator, etc.) in the event of an emergency.

Essential Knowledge, Skills and Abilities Related to this Position:

Knowledge of:

- Principles of personnel supervision, professional development, and customer service.
- Computer aided dispatch (CAD) system including back-up and remote, digital and analog radio system, digital/analog paging system, and the phone system.
- Standardized emergency and non-emergency dispatch rules, procedures and operations.
- Auxiliary programs such as MFiles, OMNIXX, 3Si, RapidSOS, etc.

Skill or ability to:

- Maintain an open line of communication with the center management to address technology needs and concerns associated with the center.
- May receive advanced training and education to enhance their ability to accomplish the essential duties of a lead PSC.
- Effectively communicate orally, in writing, in person and by telephone, radio, email, etc.
- Be highly organized and complete tasks and assignments on a specified schedule or deadline.
- Assist management in the development and implementation of the center's goals and objectives.
- Research, analyze and implement effective workplace practices and procedures, including determining the need for revision and/or change in procedure.
- Think clearly through and effectively manage complex, rapidly developing or sustained operations.
- Supervise, plan, prioritize and carry out assignments with minimum supervision.
- Ability to promote a team environment and collaborate with co-workers to establish healthy working relationships with coworkers, supervisors, and diverse members from public safety agencies.
- Work variable hours, overtime and rotating days off as required.

Physical Demands:

The dispatch center has workstation consoles that each have numerous monitors and computers to include the radio and telephone systems. This can be a complex, multi-tasking environment where stress levels can quickly elevate. PSCs need to be able to hear, see, speak clearly, and use hands and fingers to input data quickly. PSCs must operate radios and phones quickly and efficiently, and be able to physically access files.

Safety:

Performs all functions in the safest possible manner and according to policies and procedures. Participates fully with safety trainings. Reports unsafe work conditions and practices, work-related injuries, illnesses, and near-misses as soon as possible to assigned supervisor.

Minimum Qualifications (Education, Experience and Training):

This position requires a minimum of high school graduation or equivalent, AND at least three years of PSC employment in an Emergency Communications Center (ECC). One year of supervisory experience is preferred. The PSC must be a certified communications training officer (CTO). Posses Basic Public Safety Telecommunicator certification from Montana POST.

This position is subject to Pre-employment, Random, Reasonable Suspicion and Post-Incident Drug & Alcohol testing.

License or Certificate:

- Must possess a valid driver’s license with acceptable driving record at the time of hire and have the ability to obtain a valid MT driver’s license within six months of hire.
- Obtain CJIN/NCIC certification (State of Montana)
- Obtain Intermediate Public Safety Telecommunicator certification (State of Montana POST)
- CPR certification (American Heart Association approved)
- Emergency Medical Dispatch certification (EMD)

Supervision Received:

Directly supervised by the 911 Operations Manager or designee.

Supervision Exercised:

Delegated authority from 911 Operations Manager over PSCs.

The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

After reading this job description, as of this date would you require any accommodation to perform these duties?

YES or NO

Employee’s Signature: _____

Date: _____

Supervisor’s Signature: _____

Date: _____