

# CITY OF HELENA



**Position Title:** Public Safety Communicator

**Department:** Police

**Division:** Support Services

**FLSA:** Non-Exempt

**Pay Grade:** S02

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 provide 24/7 emergent and non-emergent services to all of Lewis and Clark County. Public Safety Communicators (PSC) operate two-way radios, phones and various computer programs and equipment in response to police, fire, and medical emergencies, and relay critical information to emergency personnel. The Public Safety Communicator is responsible for fast, efficient and accurate receiving, dispatching and processing of calls and messages to and from various emergency personnel. PSCs provide efficient and effective customer service and support at all times.

**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: PSCs answers non-emergent administrative and 911 emergency telephone calls.**

45% Time

### Essential Tasks:

- ▶ Utilizes Computer Aided Dispatch (CAD) terminals, and auxiliary systems to disseminate information to law enforcement, fire departments, and emergency medical services.
- ▶ PSCs provide critical pre-arrival emergency medical instructions to members of the general public as needed.
- ▶ Processes abandoned 911 calls.
- ▶ Operates web-based services such as Text-to-911 and RapidSOS.

## **Duty 2: Emergent and non-emergent requests are dispatched following established procedures, using two-way interoperable radios.**

45% Time

### Essential Tasks:

- ▶ Verifies availability and location of on-duty law enforcement units, status of all fire departments and readiness of local ambulance services.
- ▶ Monitors multiple radio channels.
- ▶ Updates law enforcement, fire, and medical responders.
- ▶ Evaluates radio requests based on severity and determines a course of action.

### **Duty 3: Verifies and/or inputs data into numerous computer systems.**

10% Time

#### Essential Tasks:

- ▶ Responsible for monitoring the Criminal Justice Information Networks (CJIN) for incoming information and disseminating it to appropriate personnel.
- ▶ Enters and/or removes records into CJIN, such as wanted persons, missing children, and property.
- ▶ Retrieves a variety of law enforcement data and reports.

### **Essential Knowledge, Skills and Abilities Related to this Position:**

#### **Knowledge of:**

- Modern computer equipment and software.
- Principles and processes for providing fast and efficient, customer service.

#### **Skill or ability to:**

- Learn new computer skills and software in a timely and efficient manner.
- Perform in a stressful, multi-tasking environment and respond rationally regardless of the crisis.
- Work variable hours, overtime, and rotating days off as required.
- Speak clearly with a well-modulated, professional and calming voice using proper grammar and choice of words.
- Establish a positive working relationship with all emergency service personnel and the general public.
- Understand and/or decipher individuals who are difficult to understand due to situational factors, such as intoxicated, mental health related, hysterical, angry, etc.

### **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 one year of employment operating computer systems and providing customer service to a diversity of individuals. Other relevant combinations of education and work experience may be evaluated on an individual basis.

A typing test showing a minimum of 45 correct words per minute is required.

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 Public Safety Basic 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:**

None

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:** \_\_\_\_\_

Updated: 12/27/2021