



City of Kalispell

# FLATHEAD EMERGENCY COMMUNICATIONS CENTER Position Vacancy Announcement

POSITION: 911 DISPATCHER I DATE OPENED: 1-18-2019

DEPARTMENT: FLATHEAD EMERGENCY COMMUNICATION CENTER CLOSING DATE: UNTIL FILLED

If you have any questions about this position vacancy, call: (406) 758 - 2494.

NUMBER OF POSITIONS OPEN: 3 BARGAINING UNIT: AFSCME 911

- FULL TIME
- REGULAR (YEAR ROUND POSITION)
- PART TIME
- SEASONAL
- TEMPORARY

IF APPLICABLE:  
 TRAINING WAGE: \$ \_\_\_\_\_ per \_\_\_\_\_  
 STARTING WAGE: \$ 16.87 per Hour  
 SALARY AT:  
1 YEAR STEP: \$ 17.83 per Hour  
3 YEAR STEP: \$ 18.82 per Hour  
5 YEAR STEP: \$ 19.88 per Hour

VISIT [https://flathead.mt.gov/human\\_resources/downloads.php](https://flathead.mt.gov/human_resources/downloads.php) FOR BENEFIT INFORMATION.  
SEE ATTACHED JOB DESCRIPTION. Additional information:

A 9-1-1 Dispatcher is responsible for answering calls for service from 9-1-1 and 7 digit telephone lines, performing caller interrogation, coding and prioritizing calls for service, providing emergency medical dispatch telephone procedures, creating and maintaining Computer Aided Dispatch Records. Records and transmits appropriate call information via the public safety radio system. This position has a very high level of responsibility in relation to its impact on the safety of the community served, its citizens, businesses, and visitors. Training for this position is provided upon hire.

APPLY FOR THIS POSITION AT FLATHEAD COUNTY'S WEBSITE:  
[https://flathead.mt.gov/human\\_resources/apply/](https://flathead.mt.gov/human_resources/apply/)

ALL COMPLETED APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY THROUGH FLATHEAD COUNTY'S WEBSITE BY 5:00 PM ON THE CLOSING DATE. Paper, faxed or email applications will not be accepted.

Flathead Emergency Communications Center's pre-employment process includes reference checks and criminal history checks. A record of criminal conviction will not necessarily bar you from employment. Depending on the position, the pre-employment process may also include skill testing and drug/alcohol testing.

FLATHEAD EMERGENCY COMMUNICATION CENTER IS AN EQUAL OPPORTUNITY EMPLOYER

**9-1-1 Dispatcher I**

**NATURE OF WORK**

A 9-1-1 Dispatcher I is a position which is responsible for answering calls for service from 9-1-1 and 7-digit telephone lines, performing caller interrogation, coding and prioritizing calls for service, providing emergency medical dispatch telephone procedures, creating and maintaining Computer Aided Dispatch Records. Records, and transmits appropriate call information via the public safety radio system. This position has a very high level of responsibility in relation to its impact on the safety of the community served, its citizens, businesses, and visitors.

**REPRESENTATIVE EXAMPLES OF WORK:** (Only major tasks are identified):

- Receives telephone calls to 9-1-1 and administrative lines from citizens seeking assistance.
- Process and prioritize incoming calls for police, fire and EMS assistance.
- Operate very complex and a multiplicity of technology systems including:
  - Multi-line 911 and non-emergency telephone system
  - Computer Aided Dispatch (CAD) system
  - Geographical/Mapping Information system (GIS)
  - Records Management system (RMS) interfaced with state and federal records data base.
  - Multi-channel radio system
  - Automatic Vehicle Location (AVL) system
- Must be comfortable in taking control of an emergency call, interrogating difficult callers, and using calming techniques as required.
- High demand for multi-tasking and quick decision making on requests for emergency services. Must be able to make decisions independently, without specific protocol for processing.
- Must be able to perform in a highly stressful work environment.
- Processes requests for information regarding vehicle registrations, driver's license records and warrants in local, state, and federal crime information systems.
- Monitors several public safety radio frequencies simultaneously.
- Provides emergency medical dispatch instructions (EMD) when necessary.
- Answers routine public safety questions and provides information to the public.
- Performs related work as required or directed.

**SELECTION FACTORS:** (These factors will be the basis for selecting the most qualified applicants to be interviewed. Applicants selected for employment must satisfactorily demonstrate possession of these factors.)

**Knowledge of:**

- Experience working in a high stress, highly confidential, very fast paced, professional environment.

- Experience working with multifaceted technologies, i.e. telephones, computers, sophisticated computer programs, etc.
- Must be able to work a variety of shifts, including night shift, weekends, holidays and overtime when needed.
- Experience in a stressful customer service position is a plus.
- Experience with first response organizations, i.e. fire, law or EMS, as a volunteer or paid is preferred.
- Current CPR certification or Emergency Medical Dispatcher (EMD) preferred. Must be able to obtain within the first year of employment.

**Ability to:**

- Must be able to type 45 net wpm.
- Must be able to hear and understand normal phone conversations.
- Must be able to differentiate between colors, read a computer screen, and speak clearly over communication devices.

**GENERAL RECRUITMENT INDICATORS:** (Persons applying for a position in this class should have the following experience and/or training.)

- All applicants considered for hire must sign a waiver for a full background investigation.
- Conviction and arrest records: All applicants who have been convicted of a criminal offense inimical to the public service may be disqualified. The circumstances surrounding all arrests and convictions will be carefully considered and evaluated in determining the fitness of the candidate for employment.
- All applicants will be required to attend a job orientation session.
- Top applicants will take a written test and undergo a lengthy interview process.

<b><i>Action</i></b>	<b><i>Date</i></b>	<b><i>Reference</i></b>
Adopted	1/11/12	FECC Board Minutes
Revised	12/11/13	FECC Board Minutes