



City of Kalispell

FLATHEAD EMERGENCY COMMUNICATIONS CENTER Position Vacancy Announcement

POSITION: 911 Training and Quality Assurance Coordinator DATE OPENED: 11/16/2020

DEPARTMENT: Flathead 911 CLOSING DATE: 12/14/2020

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

NUMBER OF POSITIONS OPEN: 1

BARGAINING UNIT: _____

FULL TIME

REGULAR
(YEAR ROUND POSITION)

IF APPLICABLE:
TRAINING WAGE: \$ _____ per _____

PART TIME

SEASONAL

STARTING WAGE: \$ 26.35 per Hour

TEMPORARY

SALARY AT:

1 YEAR STEP: \$ 27.40 per _____

2 YEAR STEP: \$ 28.50 per _____

3 YEAR STEP: \$ 29.07 per _____

VISIT https://flathead.mt.gov/human_resources/downloads.php FOR BENEFIT INFORMATION.
SEE ATTACHED JOB DESCRIPTION. Additional information:

See Job Description

APPLY FOR THIS POSITION AT FLATHEAD COUNTY'S WEBSITE:
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

Flathead Emergency Communication Center (FECC) is an equal opportunity employer. FECC shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.

Job Title: 911 Training and Quality Assurance Coordinator

Job Code: 14441

Department: Flathead Emergency Communication Center (FECC)

Pay Grade: Stnd

Reports to: 911 Center Director

FLSA Status: Non-Exempt

Exempt

Department Overview: Flathead Emergency Communication Center (FECC) is the umbrella organization over 911 Dispatch, 911 IT/GIS, and the Public Safety Radio Communications Department. FECC serves as the public safety answering point for 911 calls, dispatches needed assistance, and provides a public safety radio communication system in Flathead County, Montana.

Job Summary: Under direction of the 911 Center Director, this position participates in supervision of 911 Emergency Dispatchers. This position is responsible for administering and overseeing a comprehensive training program which includes policy and procedure development and overseeing a quality assurance and quality improvement program for the 911 Center in order to protect the safety of law enforcement officers, emergency services personnel, and the public.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Assists the 911 Center Director in the supervision of staff and oversees the functions of 911 Dispatcher Quality Assurance/Improvement and Training programs.
- Provides direction and assistance to 911 Dispatchers in daily duties and in-progress, life or property threatening situations; assures that calls for service requiring action are handled in accordance with Division rules and regulations.
- Evaluates and reviews work and calls for service of assigned 911 Dispatchers according to Quality Assurance & Improvement guidelines.
- Processes information records requests from outside agencies, attorneys, and the public.
- Develops and maintains daily and monthly employee work schedules as assigned.
- Verifies time card hours for 911 Dispatch personnel for payroll purposes.
- Develops, conducts and supervises new employee training and other continuing education training related to department.
- Develops, organizes, and provides training for assigned committee or team.

- Assists 911 Center Director with evaluating, developing, implementing and maintaining dispatch policy and procedures as assigned.
- Responds to administrative inquiries and complaints and handles first step employee grievances.
- Assists FECC and response agencies with Computer Aided Dispatch (CAD) System changes and implementation
- May act as the Division Head in the absence of the 911 Center Director.

Non-Essential Functions:

- Perform other duties as assigned including but not limited to providing support to other departments besides the ones normally assigned, manage special projects, attend meetings and conferences, provide backup for other staff, participate in training, etc.
- Attend conferences, workshops, and training to gather information and receive instruction on new technology and to coordinate efforts with external vendors and partners.

Physical Demands and Working Conditions:

- The employee is constantly required to use hands to handle or feel objects and to type and use the keyboard and mouse.
- Frequently required to sit, talk, write, listen and read.
- The employee may infrequently be required to stand, walk, climb, balance, stoop, kneel, crouch or crawl and reach with hands and arms.
- The employee is frequently required to lift and/or move up to 25 pounds.
- The noise level of the building is usually moderate; however, employee is occasionally subjected to loud noise.
- Most work is performed in a 911 dispatch environment but some may occur in other locations.
- Will require weekend or after hours work as needed or in the case of disasters, emergencies or special projects.
- Travel in company vehicles and out of area travel may occasionally be required.

Knowledge, Skills, and Abilities:

The job requires knowledge of:

- Computer software for word processing, statistics gathering, creating presentations, scheduling staff, and spreadsheets.
- Public Safety Computer Aided Dispatch (CAD) software.
- Routine public safety operations.
- Telecommunications, public safety communications, and information processing principles.
- Technical operation and compatibility of terminal and carrier transmission technologies for voice and data applications.

The job requires skill in:

- Customer service, including maintaining a positive attitude during times of stress.
- Working in a fast-paced emergency services environment.
- Operating a wide variety of desktop hardware including workstations, laptops, mobile devices, printers, scanners, copiers, telephones and more.

- Working in a team environment and maintaining positive working relationships within FECC and outside agencies.

The job requires the ability to:

- Obtain and maintain certification through approved CTO training program.
- Independently research and solve complex problems.
- Research and follow best practices and standards.
- Ability to learn and maintain skill in CAD functionality and maintenance.
- Ability to learn and maintain skill with approved scheduling software.
- Supervise, plan, prioritize and carry out assignments with minimum supervision.
- Objectively and fairly assess work performance of others.
- Execute good judgment in evaluating situations and in making decisions.
- Multi-task and remain calm under stressful circumstances.
- Understand and execute written and oral instructions.
- Clearly and concisely form and express ideas and concepts, both orally and in writing, and interpret and present technical information to various audiences.
- Think logically and accurately to apply security policies.
- Obtain and maintain a current Montana driver's license.
- Understand and follow confidentiality requirements.
- Meet the security approval by the Flathead Emergency Communications Center and Federal NCIC and State CJIN requirements.

Education and Experience:

High school graduation or equivalent required; three years of public safety supervision experience in an approved dispatch environment preferred.

Action	Date	Reference
Adopted	PENDING	FECC Board Minutes

