

CITY OF GREAT FALLS

JOB DESCRIPTION

CLASS CODE: 633

**FLSA STATUS:
NON-EXEMPT**

PAY RANGE: 34 & 36

EMERGENCY SERVICES DISPATCHER

NATURE OF WORK: Responsibility for receiving requests for information or emergency assistance from the general public, law enforcement, fire or medical personnel. Work is performed under the general direction of the Emergency Services Supervisor or Communications Center Manager.

ESSENTIAL FUNCTIONS OF WORK (May not include all duties performed):

- Monitors and dispatches units to respond to service calls involving life threatening or other emergency situations.
- Provides life saving instructions to 911 callers using established medical protocols and procedures.
- Prepares various records and reports in order to properly document shift activities.
- Provides information to law enforcement personnel by accessing computerized information regarding criminal histories, active warrants, vehicle registrations, driver's license status and similar information.
- Monitors the National Warning System phone for severe weather watches and warnings, communicating information to the appropriate agencies as necessary.
- Speaks before various groups on the available services of the 911 Center.

REQUIREMENTS OF WORK:

- Substantial knowledge of law enforcement, fire and medical dispatch policies and procedures.
- Extensive knowledge of the geographic area served.
- Substantial knowledge of radio operations, repeater locations, paging systems, aural brevity codes and FCC rules and regulations.
- Ability to establish and maintain effective working relationships with other employees, supervisors, law enforcement, fire and medical personnel and the general public.
- Flexibility and ability to work different shifts, overtime and be subject to "call in" as required.
- Ability to perform light physical work and to lift and carry up to 25 pounds; the ability to stand, walk, sit, bend, reach, grasp, and perform similar body movements; the possession of hand/eye coordination sufficient to operate a personal computer, telephones, radios and a console; the ability to talk and hear in person, by telephone or two-way radio; and the ability to see and read instructions and reports.

EMERGENCY SERVICES DISPATCHER (continued)

DESIRED MINIMUM TRAINING AND EXPERIENCE:

High School diploma or equivalent.

Six months of experience as a public safety dispatcher desired.

NECESSARY SPECIAL QUALIFICATIONS:

CPR certification or ability to become certified

CJIN/NCIC certification within six months.

Pass a psychological evaluation prior to employment.

Public Safety Officer Standards and Training (POST) for Public Safety Communications Basic certification within 12 months.

Benefits

Health Insurance – *City contributes \$783/month, employee contributions towards premiums vary depending on type of coverage selected (single coverage - \$44.54/month paid by employee; employee & spouse coverage - employee pays \$117.14/month; employee & children coverage - employee pays \$111.22/month; family - employee pays \$153.78/month). \$25 co-pay; includes medical, dental and vision. The City contributes an additional benefit towards the premium as well (does not affect hourly or salary amounts, but is included as an overall benefit calculated cost).

Retirement - mandatory enrollment through Public Employees Retirement System (PERS); vested after five years of service. Employee contributes 7.9% of gross pay to PERS, City contributes 8.37%. (*The City's health insurance contribution of \$783/month is added to an employee's gross pay for retirement benefits only – retirement contributions on the \$783 are paid by the employee and employer, the \$783 is then deducted from gross pay so it does not affect an employee's hourly rate of pay – its sole purpose is to enhance benefits by increasing earnings for retirement calculations.) Within one year of hire, employee must choose to have funds established in either the Defined Benefit Retirement Plan (retirement benefit is based on percentage of highest average compensation and years of service credit) or Defined Contribution Retirement Plan (member selects investment options from those available under the plan and retirement benefit is based upon account balance – contributions plus investment earnings or losses, less administrative cost).

Holidays – 10 per year, 11 on election years.

Vacation – employee accrues 5 hours per payperiod; eligible for use after six months of employment.

Sick Leave – employee accrues 4 hours per payperiod; eligible for use after 90 days of employment.

FICA and Medicare - based on gross earnings; employer contributes 6.2% to FICA, 1.45% to Medicare; employee contributes 6.2% to FICA, 1.45% to Medicare.

Optional:

▶ AFLAC – tax deferred plan for unreimbursed medical or daycare expenses. Also offers additional coverage for life, accident, cancer, hospital, dental, life, disability, sickness, intensive care and vision – premiums are paid by the employee for desired coverage.

▶ ICMA or Nationwide Retirement - tax deferred investment plan (bonds, stock market, savings). Contributions are paid by the employee.

Payperiods:

1st of the month through the 15th, paid on the 20th

16th of the month through the end of the month, paid on the 5th of the following month

Montana Public Employees' Association - Position is covered under the MPEA union. Membership dues are \$21 per month.

Salary: (Grade 34)	(Grade 36 after CJIN certification)
\$31,744.17 new hire	\$33,351.24
\$32,696.49 after 6 months	\$34,351.78
\$34,687.44 after 18 months	\$36,443.49
\$35,728.06 after 3 years	\$37,536.80
\$36,799.90 after 5 years	\$38,662.90
\$37,719.90 after 8 years	\$39,629.48
\$38,622.90 after 10 years	\$40,620.21

The Selection Process

After the closing date, applications will be reviewed by the hiring department and recommendations for applicants to be interviewed will be submitted to the Human Resources Office. Interviews are normally conducted with a panel representing the hiring department, Human Resources and a member selected at large. All applicants will be notified when the position has been filled. Applications submitted for a specific position opening will remain in that file and will not be considered for future openings.