INFORMATION SHEET
PUBLIC SAFETY COMMUNICATIONS OFFICER I
3/2014

The Missoula 9-1-1 Center serves as a Public Safety Answering Point and Central Dispatch facility. 9-1-1 calls from all of Missoula County, and some out-of-county areas are answered here. Missoula 9-1-1 provides direct dispatch for all emergency services (fire departments, emergency medical services, and law enforcement) in Missoula County. The following information is intended to inform you about the position of 9-1-1 Dispatcher.

MINIMUM REQUIREMENT:
Applicants must meet minimum requirements as set forth by Montana State statute:

1. must be a citizen of the United States; and
2. must be at least 18 years of age; and
3. must be fingerprinted and a search must be made of local, state, and national fingerprint files to disclose any criminal record; and
4. may not have been convicted of a crime that could have resulted in imprisonment in a federal or state penitentiary; and
5. must be of good moral character, as determined by a thorough background investigation; and
6. must be a high school graduate or have passed the general education development test (GED)and have been issued an equivalency certificate by the superintendent of public instruction or by an appropriate issuing agency of another state or of the federal government.

SPECIAL REQUIREMENTS:
Because of the emergency services nature of the job, an employee must be able to be reached by telephone. A message phone number will be required.

This position requires hearing which falls within normal limits for both pure tones and speech, per audiogram. (An average will be taken of 500, 1000, 2000, 3000HZ. The applicant must have an average threshold of 20dBHL in each ear.). A pre-employment hearing test is required at the County's expense, and reassessment is required every five years.

Successful applicant must pass pre-employment drug screen, and a criminal background investigation. Must attain and maintain CJIN/NCIC certification which will require being fingerprinted.

Must be able to successfully complete Emergency Medical Dispatch and CPR certification during training and maintain these certifications. Employee must attend and satisfactorily complete Public Safety Communicator Basic School (one week course) at the Montana Law Enforcement Academy in Helena, MT, within one year of employment.

UNDERSTANDING THE NATURE OF THE WORK:

This section is designed to help the applicant understand the nature of the work, the close working conditions, and demands of the job and training program. Please read each item and check the box at the start of the statement to acknowledge your understanding of the statement.

☐The nature of our work requires that you work irregular hours (Nights, Weekends and Holidays)

☐The Nature of the work is stressful, you will be subjected to information that is both sensitive and that can be disturbing.

☐The nature of this work involves listening to phone and radio communications to capture critical information

☐The nature of the work involves close working relationships with other dispatchers in a close work environment.

☐The nature of the work requires that you be reachable for emergency call back to the 9-1-1 Center including carrying a pager at certain times.

☐The nature of the work requires that your 9-1-1 Center schedule take precedent over other commitments such as classes, 2nd jobs etc.

☐During the first year of employment you will be required to work all shifts (days, nights, graveyards) and you will be placed in the area of the schedule with the most need at your supervisor's discretion.

☐During the first year of employment your schedule may change on short notice (2 weeks)

☐After the first year of employment you will bid your schedule but it can still be subject to change.

☐The nature of the training program means you will need to study and memorize a great deal of information.

☐The nature of the training program means that you will be evaluated on your progress in training daily.

☐The nature of the training program means working in close quarters one on one with a trainer.

☐Upon completion of the training program you will be assigned to a variety of shifts working one on one with a trainer.

☐This employment will require becoming a member of a collective bargaining unit (union) or paying a representation fee to the bargaining unit representing 9-1-1 employees.

☐Public Safety work is demanding, stressful and intense but there is no other job that will provide you with a sense of helping your community like this.

I have read this information sheet and understand these aspects of applying for and working in the position of 9-1-1 Dispatcher.

☐ YES ☐ NO

Name _____ Date _____