

**The Sweet Grass Co. Sheriff's Office is seeking applicants for:
1 full time and 1 part time Telecommunicator.**

Summary: Performs emergency dispatch services for Sweet Grass County, answering 911, emergent and non-emergent phone calls, relay pertinent information to proper authorities and assisting the public. As well as other duties for the overall function of the dispatch center and Sheriff's Office.

Hours: Applicants must be willing to work any and all shifts, which vary as necessary, including days, evenings, nights, weekends and holidays.

Starting pay: \$14.00/hr. with increase after 6-month probation period.

Benefits: Health insurance, PERS retirement, paid holidays, paid sick and vacation time off.

Applicants must be at least eighteen (18) years of age and possess a high school diploma or equivalent. Be able to remain calm in stressful circumstances. Work with minimal supervision and proficient in typing. Applicants must be willing to be fingerprinted as part of the thorough background/criminal history check and will be required to satisfactorily complete on the job training and successfully complete Telecommunication basic training at the Montana Law Enforcement Academy.

Applications can be picked up and returned with a completed resume and notarized Authorization Release of Information to the Sweet Grass County Sheriff's Office.

200 W. 1st Ave
PO Box 567
Big Timber, MT 59011



Sweet Grass County Sheriff's Office

TELECOMMUNICATOR APPLICATION PACKET

Sweet Grass County 911 Center offers an exciting opportunity for a career in 911 dispatching. You may be an integral part of a high performing team that assesses emergency calls and then dispatches police, fire, ambulance, and rescue responders. You may have the opportunity to be the life line for a caller in crisis and for responders on the scenes of Sweet Grass County emergencies. We are looking for flexible, multi-task oriented, team members with excellent communications skills, sound judgment and problem solving skills. Final candidates will be required to satisfactorily pass a criminal background investigation as determined by the Criminal Justice Information Services Division (CJIS).



Sweet Grass County Sheriff's Office

Telecommunicator Application Instructions

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1. Read, sign and date the Job Description.
2. Print neatly or type all sections of the Sweet Grass County Employment Application.
3. Submit a résumé with the application packet.
4. Read and complete the **Sweet Grass County Sheriff's Office Authorization for Release of Information** form.
5. Submit your completed application and résumé to: Sweet Grass County 911 Center Mailing address: PO Box 567, Big Timber, MT 59011 Physical address: Sweet Grass County Sheriff's Office, 200 W. 1st Ave., Big Timber, MT 59011.
6. Sweet Grass County 911 Center is accepting applications until 5:00 p.m. on January 20, 2020. All application instruction requirements must be completed to move on to the interview process.
7. If you have any questions, please call (406)932-5143. You may also email sgundsheriff@itstriangle.com.



SWEET GRASS COUNTY 911 CENTER

Position Title: Telecommunicator (911 Dispatcher)

Starting Salary: \$14.00/hour

Benefits: Full

GENERAL DESCRIPTION

Serves as a professional Telecommunicator for Sweet Grass County. Works directly with the public, law enforcement, fire departments, ambulance service and numerous other public safety agencies providing a communications link for both emergent and non-emergent responses to incidents.

SUPERVISION RECEIVED/EXERCISED

Works under the direct supervision of Sweet Grass County Undersheriff. Trainees must successfully complete a training program, as part of a 12 month probation period.

SUMMARY OF DUTIES

- Answers incoming radio, telephone and computer generated calls of both an emergent and non-emergent nature; ascertains the nature of each situation and appropriately dispatches all necessary personnel and equipment according to jurisdiction and specific standard operating procedures.
- Maintains incident and status histories accurately in the Computer Aided Dispatch system and other records, documenting agency response and location of personnel and equipment.
- Operates a terminal requesting and reacting to interagency data on a crime information center computer network. Obtains criminal histories, driver histories, enters warrants, etc. and maintains strict confidentiality on all information relating to same.
- Maintains a current knowledge and understanding of all departmental policies and procedures, ensuring consistency in responding to situations.
- Performs Emergency Medical Dispatch (EMD) functions; i.e. relays information to callers to provide immediate medical assistance to a victim.
- Performs related duties as assigned.
- Enters and maintains warrants for arrest in the crime computer.
- Participates in ongoing projects within the dispatch center.



REQUIRED ABILITIES

COMMUNICATIONS: Able to listen to, read and/or understand directives, correspondence and memoranda; able to write and speak in an understandable, accurate and positive manner; able to gather pertinent information quickly and accurately; able to communicate received information professionally and precisely to the proper personnel; able to display accuracy and react courteously in communication with other employees, user agencies and the public; able to communicate effectively all aspects of the job requirements to new dispatchers; i.e. effective training skills.

DECISION MAKING: Acts in a decisive manner, using good judgement; able to assess problems and situations in a timely manner; able to anticipate needs and evaluate alternatives; able to deal with emergency and stressful situations while avoiding overreaction; demonstrates knowledge of and utilization of appropriate resources and the willingness to initiate the use of available references with expediency.

INTERPERSONAL RELATIONSHIPS: Demonstrates consistency dealing with people, shows personal integrity and sensitivity to others' problems without direct involvement; excludes personal biases from work performance; able to accept discipline and constructive criticisms while promoting a cooperative, positive attitude and a team atmosphere.

PROFESSIONAL ATTITUDE: Displays emotional stability, self- motivation, loyalty and commitment to the department and Sweet Grass County; willing to take initiative and act in a dependable and mature manner in relationships with others; represents the department to other agencies and citizens with a courteous, helpful, accurate and professional attitude in all radio, telephone, teletype and personal contacts.

STRESS MANAGEMENT: Consistently works well under pressure and manages stressful situations without compromising job performance or mental and physical well-being. Able to detect and correct errors, able to perform tasks simultaneously when necessary. Able to coordinate heavy work load to maintain organization. Able to utilize work time properly.

WORK SCHEDULE: Able to work holidays, weekends and rotating shifts. Able to work twelve hour shifts. Must be prepared to change shifts if necessary to cover sick time for other shifts. Must be prepared to have schedule changed as necessary. Able to report for shifts on time without exception.



WORK ENVIRONMENT: Twelve hour shifts often require mostly sitting. Lighting and temperature agreed upon per shift and as a team. Breaks are sometimes delayed or foregone depending on the shift workload.

TRAINING REQUIREMENTS: The following skills and certifications are provided and must be maintained by the employee: EMD (Emergency Medical Dispatch) Provider Course; CPR certification; CJIS/CJIN Training; and other courses as deemed necessary. Attend an 80 hour Telecommunicator Course in Helena at the Montana Law Enforcement Academy. Working knowledge of radio, telephone and computer functions, including limitations and alternatives. After the interview process the applicant will be required to observe a 12 hour shift in the dispatch center and will also be required to do a ride along with a deputy for a 10 hour shift.

OTHER REQUIREMENTS

- Able to pass a typing test (45 words per minute).
- Able to pass dispatch multi-tasking and critical skills tests.
- Able to pass a criminal background investigation.
- High school graduate or equivalent.
- Able to work 37-43 hours per week of varied shifts.

ACKNOWLEDGEMENT

I acknowledge this document as a detailed description of my responsibilities as a telecommunicator, knowing public safety is a changing and dynamic field, and policies and procedures will change as needed. I will read, understand and adhere to all Sweet Grass County Government and Sweet Grass County 911 Center Policies and Procedures.

SIGNED: _____ DATE: _____