



**City of Livingston, Montana
911 Communications Officer**

TO BE CONSIDERED, your submission must include the following:

- Fully completed and signed Fillable 911 Communications Application and Release form
 - Updated Resume
 - Cover Letter expressing your interest in the position

The job posting and fillable forms can be located here: livingstonmontana.org/jobs

Submit ALL documents at the same time either via email, in person, or USPS mail to HR@livingstonmontana.org or City of Livingston, Attn: HR, 220 E. Park St, Livingston, MT 59047 DO NOT APPLY via Indeed.

Job Description:

Do you enjoy serving your community? The City of Livingston, Montana is hiring full-time 911 Communications Officers who will be responsible for performing dispatch duties for first responders throughout Park County, Montana.

Work Location: In person at 414 E. Callender St. Livingston, MT 59047

Job Type: Full-time, year-round

Rate of Pay: \$22.64 per hour, additional shift differential for all hours worked between 7:00 p.m. until 7:00 a.m.

Shifts: Shifts range from 8-hour to 12-hour shifts depending on schedule. Shifts include days, nights, overnights, weekends, and holidays.

Full-time Benefits Include:

- On-the-job paid training
- State Retirement
- Vacation and sick accrual
- Holiday pay
- Paid parental leave
- Medical, dental, vision, and life insurance
- Flexible Spending Accounts and Health Savings Account
- Employee assistance plan

Qualifications for Success:

- Ability to work well under pressure
- Ability to communicate effectively with callers and emergency responders
- High attention to detail with accuracy
- Strong customer service skills and ability to handle complex customer calls

- Ability to have familiarity with the city of Livingston and Park County geography and locations
- Ability to multitask and work with frequent interruptions
- Must maintain the highest standards of confidentiality and integrity
- Ability to record information including names, numbers, addresses accurately
- Work with multiple computer monitors and various computer programs simultaneously
- Emergency services experience preferred
- This job is performed indoors in a climate controlled environment while sitting and/or standing during entire shift. Using headphone, telephone, foot pedals, computer keyboard, mouse, reading, writing, and speaking.

Education:

- High School Diploma or equivalent

Requirements:

- Ability to accurately type/keyboard with proper spelling, grammar, and punctuation
- Customer Service – minimum of one year preferred
- In emergency or disaster situations, employees may need to remain on shift if other coverage is not available
- Ability to speak English clearly and verbally communicate at a rapid speech rate under stressful, confusing and/or hectic circumstances
- Ability to work in a team environment and maintain good working relationships with all City and County personnel
- Montana criteria based Emergency Medical Dispatch Certification required within 1 year of hire (employer paid)
- If not already certified, new communications officers are expected to complete Montana Public Safety Communicator Basic Academy within 1 year of hire (employer paid)
- As a condition of hire, the final candidate will be required to successfully pass a criminal history and background check
- Additional paid training required include Basic Life Support (BLS)/CPR, Telephone Cardiopulmonary Resuscitation (TCPR) course, FEMA Emergency Management Courses, 100, 200, and 700
- Position requires Criminal Justice Information Network (CJIN) full access within 6 months of hire

To apply, please send resume via email to Cari Rubin, Human Resources Director at HR@LivingstonMontana.org

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