

COMPENSATION & BENEFITS

Starting Salary Range: \$38,284-\$46,534 annually, depending on experience and education.

Pay step and grade increases applied based on service time plus longevity (\$96/year of service).

Employees are eligible for overtime work and pay (1.5x pay) and can accrue comp time (1.5 hour for each hour worked).

Work Schedule: Public Safety Telecommunicators are assigned to a schedule with 2-3 consecutive days off, rotating shifts every 16-weeks. Days off are bid annually by seniority. Probationary Public Safety Telecommunicators can be assigned to any shift and days off based on the center's needs.

Retirement: 30-year Montana Public Employees Retirement System. Employees also have access to a 457 Deferred Compensation plan.

Health Insurance: Medical, Dental, and Vision Insurance fully paid for employee; family/child coverage available. Several coverage options available including a high deductible/HSA plan.

Vacation: Accrue 15 days annually with increases at completion of 10, 15, and 20 years of service.

Sick Leave: Accrue 12 paid sick leave days a year.

Holiday: Paid time off provided for federal, state and local holidays, accrued as additional time-off to be use in the course of a year.

Health/Wellness Benefit: Employer-provided health club/gym membership for 911 employees.



Public Safety Open House Tour of Dispatch Center 2019

MISSION STATEMENT

Through a strong commitment to excellence, we serve as the vital link between the citizens of Lewis and Clark County, and our Public Safety Partners by providing effective, courteous, and professional handling of all emergency and non-emergency communications.

City of Helena - Lewis & Clark County 911 Communication Center

For Information Contact:

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Helena, MT 59601

Phone: 406-447-8233

Website:

<https://www.helenamt.gov/government/departments/police-department/911-center>



JOIN OUR TEAM!

**CITY OF HELENA - LEWIS &
CLARK COUNTY 911
COMMUNICATIONS CENTER**



INTEGRITY.

Do you have the ability to make decisions under pressure without “analysis paralysis” or “tunnel vision”?

Are you looking for a rewarding position in a career field unlike any other? If the answer to these questions is, “**YES**”, keep reading...

The City of Helena - Lewis & Clark County 911 Communication Center is looking for energetic, committed, and motivated individuals who want an honorable career serving our growing community. This industry offers job security, competitive salary, and excellent benefits.

We encourage interested individuals to contact us to see what this exciting profession entails and ask any questions you may have regarding this rewarding career opportunity.



Public Safety Open House 2017

RESPECT.



Communications Training Officer and Communications Recruit

In 2019 the City of Helena - Lewis & Clark County Communication Center received:

- 110,000 Non-Emergency telephone calls
- 30,000+ 911 calls
- Over 65,000 calls for service created

WHO WE ARE

We are a 911 Communication Center responsible for receiving requests for law enforcement, fire service and ambulance services, working as a division of the Helena Police Department. The Communication Center provides services for three law enforcement agencies, sixteen fire departments, and three ambulance services.

We offer educational and training opportunities to develop a Public Safety Telecommunicator's skills and abilities.

The Communication Center is staffed by a supervisor, three lead dispatchers, and twelve public safety telecommunicators in a six-dispatch seat facility.

TEAMWORK.

TRAINING PROGRAM

- ✓ Consists of 16-weeks of on the job training. The new employee will be trained on police, fire, medical, emergent and non-emergent dispatching by qualified trainers.
- ✓ If not POST certified at hire, new employees will complete the MT Law Enforcement Academy Basic Telecommunicator course within 1 year of hire.

MUST HAVE QUALIFICATIONS

- ✓ Eighteen (18) years of age with a High School Diploma or equivalent certification
- ✓ Successfully pass detailed background and criminal history check
- ✓ Willingness to work shifts, holidays, weekends, and overtime
- ✓ Ability to follow instructions and work well with others

PREFERRED QUALIFICATIONS

- ✓ At least one (1) year of customer service and operating computers with various software
- ✓ Above average multi-tasking skills while maintaining composure during quickly evolving crisis situations
- ✓ Excellent verbal and written communication skills
- ✓ Accurately type 45 wpm

