



**PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
P.O. BOX 1270, ISLETA, NM 87022
PH. # 505.766.6623 FAX # 505.869.2812
E-Mail Address: poi70104@isletapueblo.com**

JOB ANNOUNCEMENT

**POSTING DATE: 07/14/09
POSTING DATE ENDING: Until Filled
(POSTED IN AND OUT)**

TITLE: EMERGENCY COMMUNICATIONS OPERATOR (ECO)

DEPARTMENT: POLICE DEPARTMENT

LOCATION: SUB-STATION

NO. OF POSITIONS : 1

POSITION #: 06019 POSTING #: 035

STATUS: NON-EXEMPT

GRADE: A2 SALARY RANGE: \$10.22-\$12.08

DESCRIPTION OF WORK

General Statement of Duties: Under direct supervision, the employee will dispatch of tribal law enforcement, fire, EMS, rescue, and other tribal support service units to all emergency and non-emergency scenes/call; communicates with other outside agencies both by radio and telephone.

Supervision Received: The Emergency Communications Operator works under the supervision of the Emergency Communications Supervisor.

DUTIES AND RESPONSIBILITIES:

1. Receives and records incoming calls via land line and radio transmission.
2. Uses computers, multi-lined telephones (conference calling, call-forwarding, speaker phone, transferring, voice mail, speed dialing, "parking calls"), multi-channel two-way police radios, enhanced 911 telephone equipment, digital recording equipment, computer printers and TTD (Deaf/Hearing Impaired) telephone, facsimile machine and photocopy machine.
3. Dispatches emergency units in response to emergency calls for service.
4. Dispatches tribal support units in response to non-emergency calls for service.
5. Provides general information as requested by the public.
6. Provides concise and accurate information to appropriate emergency/non-emergency units.
7. Maintains accurate records of the location and status of all field units.
8. Assists callers in emergency first aid as prescribed in state-recognized emergency medical dispatch procedures.
9. Accesses and disseminates information maintained in available data bases: such as National Crime Information Center (NCIC), National Law Enforcement Telecommunications System (NLETS), New Mexico Crime Information Center (NMCIC), Computer Aided Dispatching and (CAD), New Mexico

- Department of Motor Vehicle files.
10. Maintains updated files of current warrants, criminal complaints, civil complaints, restraining orders and probation paperwork.
 11. Prepares reports upon request of supervisor or Chief of Police.
 12. Reports any malfunctions of equipment to supervisor.
 13. Notifies chain of command of any major incidents.
 14. Performs other duties as assigned.

EDUCATIONAL REQUIREMENT:

1. High school diploma or GED.

EXPERIENCE REQUIREMENTS:

1. One or more years related experience including date entry, computer applications and/or telephone communication or experience in emergency communications/radio dispatching.
2. Certifications in CPR, EMD, NCIC and New Mexico State Law Enforcement Public Safety Telecommunicator or equivalent preferred. If uncertified, must obtain New Mexico State Law Enforcement Dispatcher certification within a year of hire.

NECESSARY SPECIAL REQUIREMENTS

1. Knowledgeable of the scope, landmarks and geographical locations within the Isleta Indian Reservation.
2. Valid New Mexico Driver license with the ability to meet POI liability insurance qualifications and maintain eligibility in order to drive personal or tribal vehicles required.
3. Ability to pass a background investigation with no felony convictions, and drug test.
4. Ability to communicate precisely and clearly with the public, supervisors and co-workers
5. Ability to perform duties under stress, maintain composure and professionalism under stressful conditions and in the face of provocation.
6. Ability to speak Tiwa preferred.
7. Ability to maintain confidentiality information as directed by tribal and police policies.
8. Ability to type accurately a minimum of 25 words per minute.
9. Ability to lift at least 20 lbs to carry files, office supplies, etc.
10. Able to work varied shifts, weekends and holidays
11. Ability to work occasional overtime and able to respond to cover a shift on short notice.
12. Ability to learn equipment used in performing duties.
13. Ability to process digital/paper logs, computer printouts, various forms and paperwork.
14. Ability to refer to and use manuals regarding the use of equipment and emergency procedures.
15. Ability to understand and comply with all federal, state, tribal and police policies, manuals, rules, regulations, memos and direct orders from superiors.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:

Office setting with minimal physical requirements. Requires extensive repetitive use of hands and arms to use office machines or equipment. Sitting for extended periods of time may occur. Extensive use of vision required when examining documents, maps, specs, etc. Extensive use of hearing when using radio or communication equipment. May be required to travel between different departments.

VJJ/HR/DS/8-20-07

BACKGROUND CHECKS ARE ROUTINELY CONDUCTED ON PROSPECTIVE EMPLOYEES IN ORDER TO CERTIFY COMPLIANCE WITH MINIMUM BACKGROUND STANDARDS ESTABLISHED BY THE PUEBLO OF ISLETA.

SUBMIT APPLICATION/RESUME TO HUMAN RESOURCE DEPARTMENT, LOCATED IN THE GOVERNOR'S OFFICE, OR MAIL TO HUMAN RESOURCE DEPARTMENT, PUEBLO OF ISLETA, P.O. BOX 1270, ISLETA, NM 87022

THE PUEBLO OF ISLETA IS A DRUG-FREE WORKPLACE