



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
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VACANCY ANNOUNCEMENT

POSTING NO: 098-24

OPENING DATE: 08/30/2024

CLOSING DATE: Open Until Filled

POSTED: IN/OUT

POSITION: Dispatcher I or II
PAY GRADE: NE5 or NE6 (\$20.65/hr.-\$30.69/hr.)
FLSA STATUS: Non-Exempt
POSITION TYPE: Full Time
FUNDING SOURCE: POI Funded
DEPARTMENT: Police Department
REPORTS TO: Dispatch Supervisor
BACKGROUND LEVEL: Child/Elder

JOB PURPOSE: Learn to perform basic dispatcher functions, by working alongside certified dispatchers to assist in Dispatching tribal law enforcement, fire, EMS, rescue, and other tribal support service units to all emergency and non-emergency scenes/calls; provides responders with complete and accurate information to ensure officer safety and prompt response. Communicates with other outside agencies both by radio and telephone as needed.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

JOB DUTIES:

Under the supervision of the Dispatch Supervisor and experienced dispatchers:

- Answers multi-line phones, both administrative and 911; records incoming calls via land line and radio transmission.
- Dispatches emergency units in response to emergency calls for service; determines the nature and location of emergency; prioritizes response and dispatches appropriate agency.
- Dispatches tribal support units in response to non-emergency calls for service.
- Communicates with Police Officers, Wildland officers, EMS personnel, Fire personnel, brand inspectors, animal control and outside agencies via the radio.

- Provides general information as requested by the public; creates and categorizes all calls for service from the public.
- Provides concise and accurate information to appropriate emergency/non-emergency units.
- Maintains accurate records of the location and status of all field units; documents all calls, phone and radio.
- **Assists callers in emergency first aid as prescribed in state-recognized emergency medical dispatch procedures.**
- 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.
- Maintains updated files of current warrants, criminal complaints, civil complaints, restraining orders and probation paperwork.
- Updates and maintains lists of contacts for various emergencies.
- Maintains adequate copies of all forms necessary to complete assigned tasks.
- Prepares reports upon request of supervisor or Chief of Police.
- Reports any malfunctions of equipment to supervisor.
- Acts as back-up manager of Records Management System (RMS) and Public Safety Answering Point.
- Maintains current NCIC certification; trains dispatch and police officers on use of NCIC.
- Researches the proper procedure to request confidential information that field units need, e.g. who a cell phone is registered to.
- Notifies chain of command of any major incidents; reports any NCIC security violations.
- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES: N/A

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- High School Diploma/GED.
- One or more years related experience in data entry, computer applications, telephone communications or emergency communications/radio dispatching.
- Must obtain New Mexico State Law Enforcement Dispatcher Certification, NCIC Certification, EMD, First Aid/CPR Certification, and New Mexico State Law Enforcement Public Safety Telecommunicator Certifications within one year of hire.
- Must be able to pass a physical examination.
- Ability to speak Tiwa preferred.
- Must pass background check for position.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Knowledge of the scope, landmarks and geographical locations within the Isleta Indian Reservation.
- Knowledge of principles and practices of radio dispatch and communication.

- Skill in the operation of computers and office equipment that includes copier, telephone and audio equipment.
- Skill in preparing clear, concise, accurate, and complete written reports.
- Ability to use VESTA call management and mapping system, and recording equipment for radio and phones.
- Ability to operate radio communication equipment, enhanced 911 telephone equipment, digital recording equipment, computer printers and TTD (Deaf/Hearing Impaired) telephone, facsimile machine and photocopy machine.
- Ability to remain calm and handle emergency situations.
- Ability to perform duties under stress, maintain composure and professionalism under stressful conditions and in the face of provocation.
- Ability to maintain confidentiality of information as directed by tribal and police policies.
- Ability to type accurately a minimum of 25 words per minute.
- Ability to work occasional overtime and able to respond to cover a shift on short notice.
- Ability to learn equipment used in performing duties.
- Ability to establish and maintain effective working relationships with the public, tribal government and other law enforcement and Public Safety agencies.
- Ability to refer to and use manuals regarding the use of equipment and emergency procedures.
- Ability to work extended hours, weekends, and holidays.
- Ability to communicate effectively both verbally and in writing.

PHYSICAL DEMANDS:

- Sit, talk and listen for up to 8 hours per day; extensive use of hearing when using radio or communication equipment.
- Stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 25 lbs.

WORK ENVIRONMENT:

- Work is generally performed in indoor settings in emergency and extremely stressful situations.
- Noise level is usually moderate.
- Frequent interaction with the public.
- Evening and weekend work required.

PREFERENCE:

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.