

Job Title: Dispatcher
Job Type: Regular, Full time
Department/Division: Police - Police Services
Salary: TBD

Minimum Qualifications:

- High School Diploma or GED.
- Successful completion and maintenance of the New Mexico Law Enforcement Academy (NMLEA) Public Safety Telecommunicator certification (formerly NMLEA Police Dispatcher Radio) within one year of employment.
- Successfully obtain Emergency Medical Dispatch certification within one year of employment and maintain thereafter.
- Successful completion of computer-based skills test prior to commencing work.
- Successful completion of thorough background investigation, including FBI fingerprint check.
- Successful completion of the pre-employment physical and psychological exam prior to commencing work.
- Must not have been convicted of a felony or other crime involving moral turpitude.

Additional Qualifications for Dispatcher:

- Two years of experience in police or other emergency services dispatch.
- Must have and maintain the New Mexico Law Enforcement Academy Public Safety Telecommunicator certification.
- Must have and maintain Emergency Medical Dispatch, Health Provider CPR, and NCIC certifications.

Preferred Qualifications:

- One-year relevant experience.
- Emergency Medical Dispatch, Health Provider CPR, and NCIC certifications.

Position Summary:

Under general supervision of the Dispatch Shift Supervisor, responds to emergency and non-emergency telephone calls for service, identifies and dispatches appropriate emergency units, gathers and relays critical information, documents calls and responses, and complies with department policies and procedures to ensure the safety of personnel and the public. Maintains confidentiality of all privileged information.

The general level and nature of this position are described in the headings below. This is not an all- inclusive list of all responsibilities, duties, and skills required of personnel in this classification.

Knowledge, Skills, and Abilities:

- Knowledge of radio dispatch regulations, procedures, protocols, and/or equipment.
- Knowledge of modern office practices and procedures, standard office and accounting equipment.
- Knowledge of records management and basic accounting procedures.
- Knowledge of customer service practices and techniques.
- Skill in the use of computers and ability to use NCIC identification and Computer Aided Dispatch software.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Records maintenance skills.
- Skill in making decisions and acting quickly and calmly in emergency situations.
- Clerical, word processing, computer data entry and/or office skills.
- Ability to interact and communicate with people over the telephone, often in stressful situations.
- Ability to effectively operate an ACU 100 interoperable radio console.
- Ability to react calmly and effectively in emergency situations.
- Ability to perform multiple tasks and solve problems in a technical setting.
- Ability to learn the geography of Guadalupe County, the locations of important buildings and the street system.
- Ability to learn county, state, and federal laws and the department policies and procedures as they relate to dispatching police and other emergency services.
- Ability to learn to operate radio, telephone and computer equipment.
- Ability to read, understand, follow, and enforce safety procedures.
- Ability to understand and follow specific instructions and procedures.
- Ability to communicate effectively, both verbally and in writing.

Additional Knowledge, Skills and Abilities for Dispatcher II:

- Knowledge or ability to gain knowledge of City of Santa Rosa policies and procedures.
- Knowledge of training techniques.

Essential Duties & Responsibilities:

- Receives calls concerning crimes, emergencies, non-emergencies, and other requests for assistance. Prioritizes calls, dispatches police, fire, rescue and/or medical units.
- Maintains contact with personnel responding to calls; relays information and answers questions. Provides timely responses to all requests for information from authorized personnel and other public safety and law enforcement agencies.
- Operates a National Crime Information Center (NCIC) computer, the New Mexico Crime Information Center (NMCIC) and other databases to assist the officers.
- Dispatches through radios, computers and telephones. Operates pagers to call out additional services.
- Broadcasts orders to patrol officers in vicinity to investigate complaint or request when appropriate; relays instructions or questions from remote units.
- Logs calls and data into the Computer Aided Dispatch system (CAD).
- Tracks the locations and activities of on-duty personnel.

- Dispatches calls for a variety of other agencies, including fire, emergency medical services, rescue units, utilities, public works, New Mexico Fish and Game, and others.
- Records calls broadcast and complaints received; performs data entry on computer.
- Performs various clerical duties, including completing the electronic dispatch log and filing reports.
- Answers a variety of questions dealing with public safety and community activities, refers questions and information to appropriate county departments or other agencies, to include, road and weather conditions and travel directions.
- Locates and informs appropriate department and county personnel of emergency situations, operations and/or conditions and upon direction of authorized personnel.
- Initiates activation of the county's Emergency Operations Center.
- Reports equipment malfunctions to the appropriate entity.
- Follows all department policies and procedures to assure that officer safety is the top priority.
- Maintains a current record of the location and availability of key personnel and emergency equipment.
- Establishes, maintains, and updates files, databases, records, and/or other documents; develops and maintains data, and performs routine analyses and calculations in the processing of data for recurring internal reports.
- Ensures strict confidentiality of records.
- Contributes to a team effort and accomplishes related results as required.
- Performs other duties as required.

Additional Essential Duties & Responsibilities for Dispatcher II:

- Serves as the Dispatch Shift Supervisor in the absence of the Dispatch Shift Supervisor or as assigned.
- Assists in the training of new dispatchers.
- Pulls and returns Guadalupe County warrants for courts.
- Provides verification to officer on warrants.

Physical Demands:

While performing the duties of this job, the employee regularly is required to sit; have manual and finger dexterity; stop and talk and hear. The employee is occasionally required to crawl, stand, climb heights, walk, reach above shoulder level, crouch, kneel, balance, push/pull, and carry. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

Work is performed in a police radio communications environment with a moderate noise level. Work may be stressful at times. Irregular hours, night shift, weekend and holiday work is required.

Each and every county position requires the following professional skills and abilities as key and necessary elements of performance. Employees are required to:

- Demonstrate regular and reliable attendance;
- Work well with others and participate fully in a team oriented environment;
- Interface with other employees and customers in a courteous and respectful manner;

- Project positive support of their department and all county organizations at all times; and,
- Maintain and enhance the county's commitment to customer service excellence.

CITY OF SANTA ROSA IS AN EQUAL OPPORTUNITY EMPLOYER