# THE NAVAJO NATION
## Department of Personnel Management
## JOB VACANCY ANNOUNCEMENT

REQUISITION NO: **DNR02316870** DATE POSTED: **01/09/19**

POSITION NO: 243932 CLOSING DATE: **02/06/19**

POSITION TITLE: **Telecommunications Supervisor**

DEPARTMENT NAME / WORKSITE: Division of Natural Resources/Window Rock, Arizona

WORK DAYS: VARIES REGULAR FULL TIME: ☐ GRADE/STEP: AR63A

WORK HOURS: VARIES PART TIME: ☐ NO. OF HRS./WK.: ____ $ 38,188.80 PER ANNUM

SENSITIVE ☑ SEASONAL: ☐ $ 18.36 PER HOUR

NON-SENSITIVE ☐ TEMPORARY: ☐ DURATION : ____

**DUTIES AND RESPONSIBILITIES:**

Responsible for the supervision and monitoring of all natural resource law enforcement and non-law enforcement communication services; coordinates DNR Central Dispatch Unit (DNRCDU) pursuant to the Commission on Accreditation for Law Enforcement Agencies (CALEA) standards and procedures; monitors, supervises and participates in emergency dispatch work functions; develops, revises and/or reviews standard operating procedures for DNRCDU; coordinates with Dispatchers and upper management to address and resolve issues and problems that arise in DNRCDU; coordinates and manages workflow regarding CAD/CODY public safety communications software, recordkeeping, procurement of system maintenance; identifies issues and attains approval for dispatch grid; designs safety response procedures and plans; oversee upgrades and add-ons with the CODY system; serves as an Administrator for the CODY system, Public Safety Answering Point (PSAP), Manager and Master Street Address Guide (MSAG) manager; maintains and assists Dispatchers with accessing information from the National Crime Information Center (NCIC) when requested; provides technical assistance and training to Dispatchers on using dispatch techniques and equipment; provide training and orientation for new employees; coordinates with communications companies to maintain telecommunications system for DNRCDU, including transmission, broadcasting and switching systems, computerized databases and teletype operations. Supervises Dispatchers, evaluates employee performance through the review of work assignments; takes appropriate disciplinary action when necessary; identifies Dispatch and individual employee training needs; evaluates operational processes and overall customer satisfaction; complies with existing laws, policies and procedures as they relate to DNRCDU; completes required reports, correspondence and compiles data, statistics and information; performs reviews, audits and maintains various logs including, daily radio, fleet, visitor, other records and required forms for Dispatch unit activities and actions; reviews the data entry of caller and in person complaints/requests for services calls into CODY or other public safety network systems; ensures proper functioning of dispatch equipment and reports malfunctions and failures to appropriate entities for repair; coordinates and follows up on work orders for radio system repairs; may occasionally perform Dispatcher tasks.

**QUALIFICATION REQUIREMENTS: (Education, Experience and Training)**

**Minimum Qualifications:**

- High School Diploma or GED and four (4) years of radio dispatching experience; one (1) year of which must have been in a supervisory capacity.

**Special Requirements:**

- A favorable background investigation.
- Possess a valid state driver's license.
- Must pass pre-employment/random drug and alcohol testing.
- Possess a Basic Telecommunications Training Certification from a qualified law enforcement training facility.

***(To receive full credit for education, certification, or licensure, transcripts, copies of degrees, certificates, and other appropriate documents must be submitted along with employment application.)***

**Special Knowledge, Skills and Abilities:**

Knowledge of Navajo Nation cultural and natural resource management; knowledge of business and management principles involving strategic planning, resource allocation, personnel management, leadership and management principles, coordinating human resources with financial resources; Knowledge of general office procedures; knowledge of the use of computers, basic office equipment and mobile radios; knowledge of preparing and maintaining accurate records, reports and files; skill in written expression, business correspondence and communication; skill in evaluating a situation, making effective decisions under pressure and taking appropriate action; skill in communicating effectively, acting promptly and using good judgement in emergencies, interact tactfully with the public in instill their trust and confidence in difficult situations; skill in identifying complex problems, evaluate options and implement solutions; ability to plan, organize and prioritize daily activities; ability to instill teamwork in a work unit to ensure unit goals and objectives are achieved; ability to remain calm during emergencies and ability to deal with customers effectively during emergencies or difficult times.

***THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT AND VETERANS' PREFERENCE.***