THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: **DNR02314151** DATE POSTED: 08/04/17

POSITION NO: 243932 CLOSING DATE: 08/17/17

POSITION TITLE: **Telecommunications Supervisor**

DEPARTMENT NAME / WORKSITE: Division of Natural Resources - Administration/ Window Rock, AZ

WORK DAYS: Varies

WORK HOURS: Varies

REGULAR FULL TIME: ☑

PART TIME: ☐ NO. OF HRS./WK.:

SEASONAL: ☐

TEMPORARY: ☐ DURATION :

GRADE/STEP: AB63A

$ 37,065.60 PER ANNUM

$ 17.82 PER HOUR

DUTIES AND RESPONSIBILITIES:

Responsible for the supervision and monitoring of all natural resource law enforcement program communication services; performs administrative services including operational, budgetary, information technology and personnel needs; participates in the development of strategic planning initiatives and operating policies and procedures in conjunction with overall mission, goals and objectives; makes recommendations for changes in policies, standard operating procedures to ensure effective and efficient operations; coordinates dispatch unit in compliance with the Commission on Accreditation for Law Enforcement Agencies (CALEA) standards and processes for communication; develops budget recommendations for the dispatch unit. Monitors, supervises and participates in emergency dispatch work functions; designs, revises and /or reviews standard operating procedures for dispatch unit; interprets procedures; works with dispatchers and upper management to address and resolve issues and problems that arise in the dispatch unit; coordinates and manages workflow and calendars with contractors and vendors regarding CAD/CODY public safety software, recordkeeping, procurement of system maintenance; identifies issues and attains approvals for dispatch grid; designs safety response algorithms and response plans; oversees upgrades, add-ons and maintenance issues involving the dispatch software system; serves as back-up system administrator for 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 dispatch techniques and equipment; provide training and orientation for new employees; maintain telecommunications system for the dispatch unit including transmission, broadcasting and switching systems, computerized databases, teletype operations and procedures. Supervises dispatchers and hiring procedures; evaluates employee performance through the review of work assignments; takes appropriate disciplinary action when necessary. Identifies dispatch and individualized staff training needs; evaluates operational processes and overall customer satisfaction; interprets existing and applicable laws, policies and procedures as they relate to work area; completes dispatch unit reports, correspondence and compiles data statistics and information; performs reviews, audits and maintains a variety of logs including daily radio, fleet, visitor, count logs, records and required forms of activities and actions; reviews the documenting and entering of caller and in person complaints for assistance calls into CODY or other public safety network system; monitors and ensures proper working order of dispatch equipment status and reports malfunctions and failures to IT section; coordinates and follow ups on radio repair work orders; may occasionally perform dispatcher tasks.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- An Associate's degree in Criminal Justice or Communications; and two (2) years of dispatch 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 and the ability to obtain a Navajo Nation Operator's Permit within 90 days of date of hire.
- Must pass pre-employment/random drug and alcohol testing.
- Must be eligible to receive and maintain dispatcher's certification.

(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:

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment. Knowledge of business and management principles involved in strategic planning, resource allocation, personnel, leadership techniques and coordination of staff and resources. Skill in written expression, business correspondence and communication. Skill in evaluating a situation, making effective decisions under pressure, taking appropriate action. Skill in communicating effectively and use in good judgement in emergencies, dealing tactfully with and inspire public confidence with enforcing rules and regulations. Skill in identifying complex problems, evaluate options and implement solutions. Ability to effectively lead a diverse group of individuals to successfully achieve the goals of the dispatch unit. Ability to display patience and diplomacy with customers in challenging or difficult situations. Strong inter-personal skills to manage and motivate the workforce.

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