

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: DPS07324497
 POSITION NO: 944213
 POSITION TITLE: _____

DATE POSTED: 08/04/22
 CLOSING DATE: 08/26/22

911 Operator

DEPARTMENT NAME / WORKSITE: _____		Navajo Police Department / Shiprock, New Mexico	
WORK DAYS: <u>Split Shifts</u>	REGULAR FULL TIME: <input checked="" type="checkbox"/>	GRADE/STEP: _____	<u>BQ63B</u>
WORK HOURS: <u>Split Shifts</u>	PART TIME: <input type="checkbox"/>	NO. OF HRS./WK.: _____	\$ <u>42,678.72</u> PER ANNUM
SENSITIVE <input checked="" type="checkbox"/>	SEASONAL: <input type="checkbox"/>	DURATION : _____	\$ <u>20.44</u> PER HOUR
NON-SENSITIVE <input type="checkbox"/>	TEMPORARY: <input type="checkbox"/>	_____	

DUTIES AND RESPONSIBILITIES:

Answers and provides service to difficult and complex emergency service calls. Document all 9-1-1 calls for service and all non-emergency calls of service received from wireline, wireless, VoIP, MLTS/PBX, radio and data transfer. Categorize critical information based on the sequence of factual events using audio and electronic elements such as files, call details, recordings, voice and radio transmissions associated with calls of service. Using standard answering protocols, answer all incoming calls based on order of priority, obtain and document basic information, verify all location information for most accurate dispatchable location based on topography and unique characteristics of the 9-1-1 system, transfer emergency calls properly, work with wireless carriers to obtain valid call back numbers, using phone number and estimated location information, shall attempt to obtain basic information from the caller in the event valid caller contact information is not displayed, document and forward inaccurate wireless, static VoIP or address location for correction, report all call processing problems to the 9-1-1 system service provider, appropriate supplier or relevant supervisor.

Use the CAD for queries and responses to secure information relevant to in-progress emergency incidents such as premise information, alarms, caution flags, SORNA status, warrants, orders of protection, emergency responder communications, and previous history. Use the CAD to update staffing information for emergency responders. Use the CJIS for queries and responses for information exchange, security awareness, incident response, and comply with auditing and accountability. Queries, enters, modifies, and clears information in local, state, and national computerized databases pertaining to missing persons, Amber Alert, arrest warrants, driver record/history, stolen property, other similar data and transmits relevant information to field units. Continually monitors for responses.

Use the map database to access map layers within a defined boundary with geospatial features, photographic and topographical data for display to accurately identify caller and incident location information. Shall functionally identify appropriate resources to assign to the incident, dispatch assigned emergency responders to the location of incident, monitor the response and dispatch additional responders as required, relay relevant information to emergency responders, track/log all transactions associated with the emergency response including the real time statuses and location of emergency resources. Maintain awareness of ANI/ALI, MSAG, CoS, ESN, and ELT and ability to interpret location based on the Phase I, Phase II, confidence factors, and wireless location solutions.

Continually maintains awareness of laws, policies and procedures and best practices for PSAP functions. Follows operational standards governing the use of call taking protocols for law enforcement, fire and emergency medical services. Participate in protocol compliance for address verification, chief complaint identification, incident type identification, caller interrogation questions, caller instructions, call classification and coding and case compliance. Recommends policy and procedure modifications to efficiently achieve goals, objectives and priorities for PSAP. Makes recommendations for the day-to-day operations, activities, procurement and budget of the PSAP. Shall function as a tactical 9-1-1 dispatcher in field situations as demanded by any critical incident.

Participates in troubleshooting of 9-1-1 systems by analyzing problems and consulting with the relevant system service provider or appropriate supplier. Will be expected to make minor repairs to 9-1-1 system consistent with the recommendation of the troubleshoot. Participate in training, certification and recertification processes to maintain proficiency and certifications. Recommends training and

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- High school diploma/GED; and four (4) years of work experience in a public safety answering point environment receiving 9-1-1 calls and processing calls in accordance with specific operational policies.

Special Requirements:

- Favorable background investigation.
- Possesses a valid state driver's license.
- Criminal Justice Information System (CJIS) Certification, Certification of Standard for Professional Qualifications for Public Safety Telecommunicator from an accredited American National Standards Institute Complaint Curriculum (e.g. APSO, NENA), FEMA Certification ICS 100, Introduction to the Incident Command System IS200, Basic Incident Command System for Initial Response IS-144, Telecommunicators Emergency Response Taskforce (TERT) Basic Course.

<<A favorable background investigation>>

(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 and police policies and procedures and procedures affecting assigned work.

Knowledge of the functions and use of National and State Teletype Networks for the distribution of information.

Knowledge of English and Navajo languages.

Knowledge of standard office procedures and practices.

Knowledge of Navajo Nation geographical area.

Knowledge of preparing and maintaining accurate records, reports and files.

Knowledge of a variety of computer software, including word processing and database applications.

Skill in determining priorities and handling high-pressure situations.

Skill in operating multiline phone systems and radio communication systems

Skill in communicating clearly and concisely and relaying accurately.

Skill in handling high volume of telephone calls.

Skill in establishing and maintaining effective working relationships.

Ability to remain calm in situations and to assess events quickly and accurately.

Ability to obtain and accurately record required information and to effectively classify and prioritize service requests.

Ability to make sound decisions and quickly react positively under stressful conditions which typically entail the life or wellbeing of citizens.

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