THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: **DPS07314257** DATE POSTED: **08/25/17**
POSITION NO: 944208 CLOSING DATE: **09/15/17**
POSITION TITLE: **Public Safety Telecommunications Operator (3 Positions)**
DEPARTMENT NAME / WORKSITE: Navajo Police Department/ Shiprock, NM
WORK DAYS: Split Shift REGULAR FULL TIME: ☑ GRADE/STEP: AB59A
WORK HOURS: Split Shift PART TIME: ☐ NO. OF HRS./WK.: $ 26,270.40 PER ANNUM
SEASONAL: ☐ $ 12.63 PER HOUR
TEMPORARY: ☐ DURATION :

DUTIES AND RESPONSIBILITIES:

Answers, evaluates, and prioritizes incoming line telephone calls using computer-aided dispatch (CAD) system, telephone, multi-channel radio, TDD (text telephone device for hearing or speech impaired), and other related communication equipment. To communicate effectively with callers obtaining complete and accurate information in determining the need(s) of the caller. Enters call history into database including date, caller name, type of incident, who call was referred to, arrival time on scene, and other details. Operate a computer terminal accessing appropriate software systems as indicated to respond to inquiries or public requests for response to law enforcement, fire, and medical assistant. Retrieve information from various computerized resources to respond to queries and answer questions. Utilize mapping sources to correctly identify geographic location of callers as is indicated or needed to respond appropriately to requests for service. To answer and screen all incoming calls from public and process and dispatch calls appropriately. To receive, coordinate, and disseminate critical information from various sources. Utilize appropriate multi-line telephone equipment to answer basic and/or routine questions and/or transfers calls to appropriate destinations. Respond verbally and uses TDD to communicate with callers. Provide excellent customer service to both internal and external customers and users. Complete proper transfers or connections for incoming, outgoing, and inter-office calls. Sends, routes, relays or refers callers or messages to the appropriate department or employee. To maintain close contact with mobile/field units, department employees, other law enforcement and criminal agencies, emergency providers and the general public to monitor response, progress, any needed support, and assistance. Type all emergency assistance calls into the CAD incident logs and input and updates information into the National Crime Information Center (NCIC) computer system. To accurately maintain logs and files of all transmitted and received calls. Check records for stolen vehicles, missing persons, addresses, driver's licenses, criminal history, etc. Input records of stolen vehicles, stolen license plates, stolen articles such as guns, boat, aircraft, and missing persons and missing children (Amber Alert). Compose and send curing and sharing information about criminal histories and movements, warrants, incidents, information requests and resource information, and obtain information in order to transport accused individuals across the Navajo Nation. Maintain confidentiality of work related information. To independently make decisions and/or problem solving based on a limited amount of information in crisis or emergency situations. Follows all department policies and procedures to assure that officer safety is the top priority. Report equipment malfunctions to appropriate systems administrator.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- A high school diploma or GED and two (02) years police/emergency communications or customer service experience working with the public.

Special Requirements:

- A favorable background investigation is required.
- Possess a valid state driver's license.

(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 affecting assigned work; of the functions and use of National and State Teletype Networks for the distribution of information; of English and Navajo Languages; of standard office procedures and practices; of the Navajo Nation geographical area; of preparing and maintaining accurate records, reports and files; and of a variety of computer software, including word processing and data base applications. Skill in determining priorities and handling high-pressure situations; in operating radio communication systems; in communicating clearly and concisely and relaying details accurately; in handling high volume of telephone calls; and in establishing and maintaining effective working relationships. Ability to remain calm in situations of stress and to assess events quickly and accurately; to obtain and accurately record required information and to effectively classify and prioritize service requests; and to open and maintain contact with one or more agencies simultaneously during life or property threatening situations.

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