

PUBLIC SAFETY TELECOMMUNICATIONS OPERATOR

DEFINITIONS: Under general supervision, performs work of routine difficulty in providing communication and support for public safety assistance utilizing computer aided dispatch equipment; receives, interprets, classifies, prioritizes and responds to calls of a routine and emergency nature, including those calls involving life-threatening situations; enters and retrieves computer data; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Operates a variety of radio communications and other equipment to locate and dispatch police units to the scene of traffic or criminal complaints; answers 911 and non-emergency calls; answers and evaluates incoming calls for police services, emergency medical services, fire and rescue to determine urgency and need for police response; transfers fire or medical emergencies such as serious injury accidents to fire departments; controls discussion in order to keep conversations brief while delivering seamless customer service; maintains constant awareness of field units status and makes updates as they change; queries computer aided dispatch (CAD) system; gathers and provides details to officer on complaints such as location, description of suspects/vehicles, injuries reported, etc.; enters all calls into applicable information reporting system, such as time request received, police unit arrival time and disposition of police calls.

Maintains and accesses information from National Crime Information Center (NCIC) and Arizona/Utah Criminal Information System (ACJIS/UCJIS) as requested and relays pertinent information; monitors teletype messages and relays important information to officers; sends administrative messages to other agencies, international index information for background checks, citations and warrants; files all incoming warrants, probation, protection and restraining orders; maintains daily communication functions statistics; works closely with other public safety departments to provide assistance and for back up in their area of assignments; prepares required reports; coordinates prisoner relays/transport with officers; provides technical assistance and training on dispatching techniques and equipment; attends meetings, training, and seminars; assists visitors by answering inquiries and providing information requested.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of Navajo Nation and police policies 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 radio communication systems.
Skill in communicating clearly and concisely and relaying details accurately.
Skill in handling high volume of telephone calls.
Skill in establishing and maintaining effective working relationships.
Ability to remain calm in situations of stress and to assess events quickly and accurately.
Ability to obtain and accurately record required information and to effectively classify and prioritize service requests.

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Ability to open and maintain contact with one or more agencies simultaneously during life or property threatening situations.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves a minimum of physical effort in a highly stressful office setting. Requires long hour of sitting at radio console and computer equipment.

MINIMUM QUALIFICATIONS:

- A high school diploma or GED; and two (2) years police/emergency communications or customer service experience working with the public.

PREFERRED QUALIFICATIONS:

- Some college coursework in Communications, Criminal Justice or related field.
- Telecommunication Certification.
- Proficient in Microsoft Word software or other computer applications.

SPECIAL REQUIREMENTS:

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

Supplemental Requirements:

Incumbent must obtain and maintain a Cardiopulmonary Resuscitation (CPR),d First Aide Certification, and a Navajo Nation Vehicle Operator's Permit within 90 days of date of hire. Incumbent must obtain and maintain an ACJIS, UCJIS, NCIC Terminal Operator Certification or Basic Radio Communication Certification through BIA Law Enforcement Training or AZ/NM/UT Radio Certification, a Disaster Training Certification, and proof of attendance of Suicide Training within one (1) year of date of hire.

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.