



THE NAVAJO NATION
DEPARTMENT OF PERSONNEL MANAGEMENT



JOB VACANCY ANNOUNCEMENT FORM

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. The Navajo Nation gives preference to eligible and qualified applicants in accordance with the Navajo preference in Employment Act and Veterans preference.

POSITION TITLE: Public Safety Telecommunications Operator **944103**

REQUISITION NO: **DPS07489354**

DATE POSTED: 10/02/2025

POSITION NO: 944103

CLOSING DATE: **10/15/2025**

DEPARTMENT: Navajo Police Department

EMPLOYMENT TYPE: REGULAR FULL TIME

WORKSITE: Crownpoint, NM

EMPLOYMENT DURATION (TEMP):

WORK DAYS: Monday - Friday

GRADE/STEP: CL59A

WORK HOURS: 40

ANNUALLY: \$34,076.16

SENSITIVE: Yes

HOURLY: \$16.32

DUTIES AND RESPONSIBILITIES:

*Operates a variety of radio communication 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; transfer 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.

QUALIFICATION REQUIREMENTS (EDUCATION, EXPERIENCE and TRAINING)

MINIMUM QUALIFICATIONS:

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

education and experience.

SPECIAL REQUIREMENTS:

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

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

ADDITIONAL INFORMATION APPLICANT SHOULD KNOW:

*Proficient in Microsoft Word software or other computer applications. *Incumbent must obtain and maintain a Cardiopulmonary Resuscitation (CPR), First Aid 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 Navajo and English languages as a condition of employment.