

THE CITY OF PORTALES, NEW MEXICO

POSITION POSTING #2013 - 038

POSITION: COMMUNICATIONS OPERATOR / DISPATCHER
DEPARTMENT: POLICE
STATUS: NON-EXEMPT
REPORTS TO: EMERGENCY MANAGEMENT DIRECTOR
SHIFT: REGULAR – 40 HOURS PER WEEK
SALARY: MINIMUM \$10.361 – MAXIMUM \$15.226

GENERAL DESCRIPTION:

Reporting to the Emergency Management Director or other designated Supervisor, this employee is responsible for the prompt, accurate, and courteous dispatch of incoming and outgoing messages by radio and telephone for all emergency personnel in the city and county. Duties also include answering E911 calls, maintaining CAD system, utilizing UCR and NMCIC terminals and use of related equipment. This position requires a willingness to work irregular hours, evening or night shifts, weekends, and holidays as necessary to assure communication responses.

TASKS AND RESPONSIBILITIES:

1. Act as E911 Emergency Operator.
2. Operate Telephone System in a calm and professional manner.
3. Dispatch emergency personnel such as police, firefighters, and EMS for the City of Portales, Roosevelt County Fire and Sheriffs departments, ENMU Police and other Emergency Services.
4. Operate a Computerized Radio console with GPS interface.
5. Monitor Alarm panel for local Businesses.
6. Monitor FAA alarm set.
7. Monitor National Weather Service for Warnings and Advisories.
8. Operate and maintain documented criminal justice records as pertains to local law enforcement and judicial agencies in the National Crime Information Center's (NCIC) teletype system.
9. Utilize computers on a continual basis to input radio transmissions and records of calls.
10. Process and maintain warrant files.
11. Operate Telecommunications Device for the Deaf (TDD).
12. Applicant must be able to attend a 3 week dispatcher certification course in Santa Fe.

KNOWLEDGE, EXPERIENCE, AND SKILLS:

1. High school diploma or equivalent.
2. Ability to follow through on work assignments and perform in stressful situations.
3. Ability to act promptly, taking effective action.
4. Good verbal communication skills – ability to speak clearly and distinctly.
5. Dispatch certification from DPS desired but not required.
6. Ability to type a minimum of 25 words per minute.
7. Computer knowledge helpful.
8. Must be at least 18 years of age.
9. A respect for private and confidential information.
10. An above-average ability to do more than one thing at a time and remain focused under stress.
11. Ability to learn and possession of problem-solving abilities.
12. A high degree of self-discipline to organize and prioritize each day's job duties.

13. Ability to maintain a professional attitude.

14. A genuine interest in serving the needs of others with team-player abilities.

WORK SCHEDULE:

The regular work week is 10 straight hours a day. Full-time is for 4 days a week. Schedule includes shift work, some weekends and holidays. Schedule will have to be established at a later date and is subject to change by the supervisor.

DEADLINE TO SUBMIT APPLICATION: By 5:00 pm, Monday, July 22, 2013.

The City of Portales is an E.O.E. Application available at City Hall or on-line at www.portalesnm.org.