

**THE CITY OF PORTALES, NEW MEXICO**

**POSITION POSTING #2015-029**

**POSITION: COMMUNICATIONS OFFICER**  
**DEPARTMENT: COMMUNICATIONS**  
**STATUS: NON-EXEMPT**  
**REPORTS TO: EMERGENCY MANAGEMENT DIRECTOR**  
**SHIFT: PART-TIME REGULAR – APPROXIMATELY 20 HOURS PER WEEK**  
**SALARY: MINIMUM \$10.361 (NON-CERTIFIED)**  
**MINIMUM \$10.702 – MAXIMUM \$15.226 (CERTIFIED)**

**GENERAL DESCRIPTION:**

The position of Communications Officer reports to an immediate supervisor and the Emergency Management Director. 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. Communication Officers are required to answer requests for service from phone calls, first responders approved to use radios, 9-1-1 calls, and when properly licensed to operate on the amateur band frequencies. Additionally, Communications Officers must be able to use multiple computer applications to document information received and or requested. This position requires the Communications Officer to work irregular hours, evening or night shifts, weekends, holidays, and special assignments.

**TASKS AND RESPONSIBILITIES:**

1. Become certified as an E 9-1-1 Operator within 1 year of employment.
2. Become proficient in operating radio equipment and procedures utilized in the Communications Center.
3. Become certified as an Emergency Medical Dispatcher
4. Become certified as a National Crime Information Crime Terminal Operator.
5. Process, organize, and maintain criminally sensitive files to include, warrants for arrest, domestic violence orders and sex offender files.
6. Monitor and report information to the National Weather Services Office, State Emergency Operations Center, and agencies having joint powers agreements with local agencies.
7. Must attend and successfully complete a three week Communications Officer course sanctioned by the State of New Mexico Law Enforcement Academy.
8. Applicants are subject to and must pass a pre-employment background check.

**KNOWLEDGE, EXPERIENCE, AND SKILLS:**

1. High school diploma or equivalent.
2. Good verbal communication skills – ability to speak clearly and distinctly.
3. Dispatch certification from DPS desired but not required.
4. Applicants must possess a current New Mexico Driver's License or have the ability to obtain a Driver's License and have a good driving history.
5. Applicants must be able to listen, document and forward requests for service under duress.
6. Applicants must be able to view and process sensitive/confidential information without divulging the content to non-approved personnel.
7. Applicants are required to become proficient with terminology utilized by law enforcement officers, firefighters, emergency medical technicians and support staff.
8. Applicants must have the ability to learn and perform problem solving under duress.
9. Applicants must be able to perform in a controlled environment and work with others while maintaining a professional demeanor.
10. Must be at least 18 years of age.

**COMMENTS ON PHYSICAL & MENTAL REQUIREMENT:** Candidate considered for appointment must pass a drug screen prior to starting employment. Applicants must pass a hearing test before attending the Communications Officer Academy. Incumbents must demonstrate a state of physical and mental health consistent with the ability to perform assigned duties.

**WORK SCHEDULE:**

The regular work week is 10 straight hours a day. Part-time is for 2 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 REQUIRED APPLICATION: by 5:00 p.m. Friday, November 6, 2015 for first review of applications. Applications will be taken until position is filled.**

The City of Portales is an Equal Opportunity Employer. Application available at City Hall or on-line at [www.portalesnm.gov](http://www.portalesnm.gov).

I have received the job description posting and I am capable of performing the essential functions for the position.

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_