

THE CITY OF PORTALES, NEW MEXICO

POSTION POSTING # 2021-038

POSITION: COMMUNICATIONS OFFICER II
DEPARTMENT: COMMUNICATIONS
STATUS: NON-EXEMPT
REPORTS TO: DISPATCH SUPERVISOR & OR LIEUTENANT
SHIFT: REGULAR – 40 HOURS PER WEEK
SALARY: MINIMUM \$17.632

*****This is a safety-sensitive position, subject to random drug and alcohol testing.***

GENERAL DESCRIPTION:

The position of Communications Officer reports to an immediate supervisor and the Lieutenant. 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:

Although the following are typical of the tasks and responsibilities routinely performed, additional duties and/or responsibilities requiring comparable or lesser skills, knowledge, or dexterity may be assigned.

1. Become proficient in operating radio equipment and procedures utilized in the Communications Center. To include receiving a Technician's Class certification for amateur band radio when designated to do so (FULL-TIME EMPLOYMENT ONLY.)
2. Become certified as an Emergency Medical Dispatcher
3. Become certified as a National Crime Information Crime Terminal Operator.
4. Dispatch emergency personnel such as police, firefighters, and EMS for the City of Portales, Roosevelt County, ENMU Police and other Emergency Services.
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. Minimum of two years certified Telecommunicator with DPS certification.
3. Have and maintain a TAC Officer status and either a Communications Training Officer or Instructor Certification.
4. Good verbal communication skills – ability to speak clearly and distinctly.
5. Applicants must possess a current New Mexico Driver's License or the ability to obtain and have a satisfactory driving history.
6. Applicants must be able to listen, document and forward requests for service under duress.

7. Applicants must be able to view and process sensitive/confidential information without divulging the content to non-approved personnel.
8. Applicants are required to become proficient with terminology utilized by law enforcement officers, firefighters, emergency medical technicians and support staff.
9. Applicants must have the ability to learn and perform problem solving under duress.
10. Applicants must be able to perform in a controlled environment and work with others while maintaining a professional demeanor.
11. Must be at least 18 years of age.

WORK ENVIRONMENT:

Work is performed in an office environment. Noise level could be quite to moderate in work environment. The majority of time is spent in a seated position; however, dispatchers have freedom to stand and move in a limited area, Work entails extensive keyboarding and manual dexterity, and also entails regular reaching, stretching, and lifting of standard dispatch supplies and materials.

COMMENTS ON PHYSICAL & MENTAL REQUIREMENT: Incumbents must demonstrate a state of physical and mental health consistent with the ability to perform assigned duties.

PHYSICAL REQUIREMENTS:

1. Must sit for extended periods of time, stand or walk as necessary.
2. Must stretch, reach, or lift objects or materials that may be up to 25 pounds in weight.
3. Must perform multiple tasks requiring manual dexterity at the same time.
4. Must write legibly.
5. Must hear, understand and respond to verbal information in person, by phone and by radio, including difficult to understand callers.
6. Must speak clearly and concisely.
7. Must see, read and understand written information and instructions.
8. Must think and apply judgment, discretion, and initiative in accomplishing work.
9. Must engage in frequent interpersonal interactions and complaints that are stressful or sensitive in nature.

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.

TRAVEL REQUIREMENTS:

1. Limited travel – ability to travel for meetings and training may be required
2. Overnight travel may be required.

PRE-EMPLOYMENT REQUIREMENTS:

1. Must pass a background investigation including work history, criminal records, driving records and other records deemed necessary.
2. Must pass a post-offer pre-employment drug screen administered by a City-designated facility.
3. Applicants must pass a hearing test before attending the Communications Officer Academy.

CONDITIONS OF CONTINUED EMPLOYMENT:

1. Candidates must have and maintain a satisfactory driving record and insurability in accordance with the City's insurance carrier.

DEADLINE TO SUBMIT REQUIRED APPLICATION: Position to remain open until filled. Applications will be reviewed on a bi-weekly basis.

The City of Portales is an Equal Opportunity Employer. Application available at City Hall or on-line at 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 _____