

**Luna County**  
Position Description

Position Title: Dispatcher (Certified), or (Non Certified)

**POSTED: Thursday, 4/19/18 @ 7:00 AM, NO APPLICATIONS ACCEPTED AFTER: 5:30 P.M. Thursday, 5/03/18**

Status: Hourly (Non FLSA Exempt) Salary Range: Non Certified-Range 14 Min \$21,505.00 Certified- Range 16 Min \$22,593.00 Shift: Any of three (3).	Department: Joint Communications Dispatch Center Location: Luna County Dispatch Center Reports to: Shift Supervisor, Operations Manager, Director
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**Summary:** Under direction of the Director, Operations Manager or Shift Supervisor, provides effective and efficient routine and emergency dispatch of law enforcement, fire, EMT and emergency responders within a multi-jurisdictional PSAP which includes the operation of the e911 system, NCIC system, computer aided dispatch center and other related equipment. Demonstrates strong ethical, professional, and service oriented leadership. May assist the Deputy Director in formulating administrative policies and development of comprehensive plans to serve the current and future needs of the City and County for both routine and emergency communications services.

**Essential Duties & Responsibilities:** The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Provide effective and efficient routine and emergency dispatch of law enforcement, fire, EMT and emergency responders within a multi-jurisdictional PSAP which includes the operation of the e911 system, NCIC system, computer aided dispatch center and other related equipment. May assist the Director in developing plans to meet current and expanding community needs such as increasing communications capacity, continuously improving technology, interoperability of communications between and among agencies, emergency communications with citizens, and etc.

Responsible for Following County, departmental and statutory policies and procedures when dealing with the public, employees and other agencies. Responsible for relevant educational and professional development opportunities and keep current with continuing education to retain certification. Ensures compliance with applicable safety regulations and administrative policies.

Develops and recommends actions on various issues including but not limited to interoperability of communications between agencies and jurisdictions, communications coverage throughout the Luna County operations area, communications call-volume and staffing levels, maintaining communications during widespread power outages and other related issues.

Working with the Director or Deputy Director, may investigate communication system failures or shortcomings, identifies problem areas, and develops alternative solutions and recommendations. May conduct various analytical studies and maintains statistical reports that provide insight on major issues facing the community and assist the Director's development of the Board's long- and short-range plans for addressing those issues. Assists the Director in the activities and planning with other public and private agencies.

Maintains knowledge of current Federal, State and local rules and regulations and maintains professional certifications through such means as attending seminars, reviewing professional publications, taking classes and participating in professional development activities.

Demonstrates continuous efforts to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

**Supervision:**

Works under the direction of the Shift Supervisor (TAC), Operations Manager and Director.

**Supervisory Responsibilities:**

Supervises no one.

**Minimum Qualification Standards:**

**Education, Certification and Experience:**

High School Diploma or GED Certificate. Must be able to be certified as an Emergency Medical Dispatcher. Must be able to attain NCIC Terminal Operators Certification. Must be NM Public Safety Telecommunicator Certified or be able to attain.

**Language Skills:**

The skill to read, analyze and interpret general business periodicals, professional journals, technical procedures, and governmental regulations. The skill to write reports, business correspondence, and procedure manuals. The skill to logically and effectively present information both orally and in writing and respond to questions from the Board, groups of managers, clients, customers, the County Commission and the general public.

**Knowledge:**

Knowledge of the advanced principles and practices of e911 communications and routine and emergency dispatch to police, fire, EMT and other emergency responders. Knowledge of applicable Federal, State, County and municipal laws, codes ordinances, rules and regulations pertaining to e911 emergency communications and dispatch. Knowledge of the principals of computer operations and radio transmission and controls. Knowledge of employee safety rules, practices and procedures and enforcement.

**Ability:**

Ability to effectively work with, advise and inform County officials, employees, legislative bodies, citizens boards, the media and the general public. Ability to maintain the respect of colleagues. Ability to be motivated and help the Center staff to achieve Department and County goals. Ability to communicate logically and clearly both orally and in writing, and follow oral and written instructions. Must have good typing (keyboard) skills. Ability to maintain strict confidentiality. Ability to develop department goals; lead process improvement and customer satisfaction initiatives. Ability to exercise independent judgment and initiative with minimal supervision. Ability to work as a team player and be willing to deliver superior customer service to both internal and external customers.

**Physical Demands:**

Must be physically able to operate a variety of equipment which includes a motor vehicle, computer, calculator, telephone, and cell-phone. Employee is frequently required to sit, speak, hear, and use hands to finger, handle, or feel objects, tools, or controls. Must be able to communicate orally in a clear and precise manner. Must be able to maintain and project outward calm in emergency situations. Moderate physical effort is required to perform work. Vision requirements include the ability to read routine and complex documents and use a computer. Specific vision abilities required by this job include both close and far vision, color vision, and the ability to adjust focus.

**Work Environment:**

Work is routinely performed under typical office conditions. Occasional travel by car is necessary. The noise level in the work environment is generally quiet. Work is subject to frequent fluctuations and is often performed in stressful situations. The JCDC operates 7 days a week, 24 hours a day, 365 days a year.

**Applicant Declaration**

I have read the above Position Specifications. I understand the demands and expectations of the position described and to the best of my knowledge, have no limitations that would prevent me from performing the duties as indicated.

I hereby authorize Luna County to run a complete background check on myself.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_  
Signature

Social Security Number: \_\_\_\_\_ DOB: \_\_\_\_\_

