

	POSITION NUMBER:5
POSITION TITLE: Communications Operator I - Trainee	REPORTS TO: GCRDA Supervisor
DEPARTMENT: Grant County Regional Dispatch Authority	PAY SCALE: Hourly plus GCRDA employee benefits

POSITION SUMMARY:

Receives incoming calls, and dispatches appropriate personnel and equipment to scene of emergency and non-emergencies; interviews caller to determine nature of the problem and determines availability of resources. Enters in information for the CAD system and NCIC.

MINIMUM REQUIREMENTS:

EDUCATION:

High School diploma or equivalent.

EXPERIENCE:

Experience in communications operations as a Communications Operator. Experience in use of computer terminal and/or multi-line telephone systems.

LICENSE AND CERTIFICATIONS:

NMLEA Police Radio Dispatch Certification, NMCIC and NCIC Certification, Emergency Medical Dispatch (EMD) Certification, American Heart Association CPR and AED Certification, FEMA ICS 100, 200 - NIMS 700 and 800. Must maintain a "Valid" New Mexico Driver's License" or equivalent issued by another state. Must pass all of these certifications to pass probation and receive raise to \$13.13 an hour.

SKILLS:

Must per able to multi-task and work under pressure as a professional.

SPECIAL REQUIREMENTS: Must pass a hearing and drug test when requested. Must be certified as a DPS Public Safety Telecommunicator, Emergency Medical Dispatcher, CPR and AED, NCIC and FEMA ICS 100, 200 - NIMS 700 and 800, within one year. After each certification, the Communications Operator (Dispatcher) trainee will receive an increased portion of pay not to exceed \$13.13 an hour.

Essential Job Functions:

1. Operates radio broadcasting and receiving equipment, computer and teletype equipment, and operates a multiple telephone console. Must speak clearly, work under stress and make multiple decisions immediately.
2. Interviews caller to determine the nature of the problem; delivers the information through the radio and CAD systems in accordance with proscribed procedures.
3. Scans CAD computer screens to determine and be aware of available resources.
4. Relays all information to responding units, as it was given by the caller.
5. Types commands on computer keyboard to update calls with CAD to maintain the integrity of information to the responding units that use the CAD system.
6. Tests communications fire paging systems to ensure serviceability.
7. May provide pre-arrival EMD instructions to caller.
8. Acts as a central point for information.
9. Must have integrity and do so without being un-truthful during the performance of his/her duties.
10. Works day or night shifts, holidays, weekends to include Sundays; will be asked to participate in shift bids in accordance with seniority as described in the current Union Contract.
11. May be exposed to belligerent or irate callers.
12. Does not act or have supervisory control.
13. Will enter NCIC documents and requests in the required format. Will assist other Communications Operator in 2nd checking entries as require by NCIC FBI Rules and Regulations.

KNOWLEDGE, SKILLS AND ABILITIES:

Basic computer and record keeping skills. Adult level training and professional reading and writing abilities. Strong interpersonal skills and the ability to work independently with minimal supervision. Ability to operate radio broadcasting and receiving equipment, computer and teletype equipment, and to be able to operate a multiple telephone console. Must speak clearly, work under stress and make decisions. Bilingual (English/Spanish) is preferred. Ability to work with co-workers and the public in a respectful, courteous and professional manner.

ENVIRONMENT FACTORS:

Works in an office environment indoor and at times with outdoors environmental factors, during a ride along with other governmental emergency services. Light physical work with frequent use of a computer. Position involves completing demands such as strict deadlines, multiple tasks, exposure to confidential crime information and required overtime.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

1. Must be able to sit for up to four hours at one time, up to twelve hours total per day.
2. Must be able to stand/walk for short distances up to at least two hours per day.
3. Must be able to crouch, kneel, bend at the waist, twist/rotate at the waist on a minimum basis as needed.
4. Must be able to reach arms away from the body or overhead to access dispatching equipment or manuals necessary to perform essential duties.
5. Must be able to work with arms bent for up to four hours at one time and up to twelve hours per day.
6. Must be able to lift and carry for short distances paperwork or manuals weighing up to 40 pounds.
7. Must be able to use hands and fingers to grasp/manipulate equipment necessary to perform essential duties such as writing utensils, telephone, paperwork and manuals.
8. Must be able to use five-digit dexterity and implement eye-hand coordination to operate communications equipment as well as instrument keyboards in dispatch room.
9. Must have strong hearing and sight abilities, including close vision and the ability to adjust focus, in order to perform all essential duties.

WORKING CONDITIONS

1. Office environment, primarily indoors, high-stress, occasionally requires lifting material weighing up to 40 pounds.
2. All essential duties are performed indoors in a temperature-controlled environment. Some duties will be performed outdoors with environmental factors.
3. Duties are generally performed on an even and dry surface, which may be carpeted or tile.
4. Worker is exposed to intermittent noise factors.
5. Work hazards or potential work hazards involve high pace and stress in performing job duties.
6. Shift work will be required as well as working; weekdays, weekends to include Sundays, nights, evenings, days and holidays; will be asked to participate in shift bids in accordance with seniority as described in the current Union Contract.

The duties listed above 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.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Revised July 2017

GRANT COUNTY REGIONAL DISPATCH AUTHORITY

2606 N. Silver St. Silver City, NM 88061

Phone: 575-388-8840 Fax: 575-388-8862

Application For Employment

Grant County Regional Dispatch Authority considers applicants for employment without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation or any other legally protected status.

Position Applying For: _____

(PLEASE PRINT)

Name: _____
Last First Middle

Mailing and Physical Address: _____
City State Zip Code

Telephone Numbers: _____
Home Work Cell

ID or Driver's License Number: (please copy and attach) _____.

Social Security Number: (please copy and attach) _____.

If you are under 18 years of age, can you provide required proof of your eligibility to work? Yes No
If yes, please attach to back of application.

Have you ever filed an application with Grant County Regional Dispatch Authority before? Yes No
If yes, give date _____.

Have you ever been employed with Grant County Regional Dispatch Authority before? Yes No
If yes, give date _____.

Are you currently employed? Yes No

If yes, may we contact your present employer? Yes No

Are you prevented for lawfully becoming employed in the U.S. because of Visa or Immigration Status? Proof of citizenship or immigration status will be required upon employment. Yes No

Are you a veteran of the U.S. Military Service? (If yes attached a copy of your DD214) Yes No

On what date would you be available to work? _____.

Are you available to work: _____ Full Time _____ Part Time _____ Shift Work _____ Temporary

Are you currently of "lay-off" status and subject to recall? Yes No

Can you travel if the job required it? Yes No

Do you have any relatives working for Grant County Regional Dispatch Authority? Yes No
 If so, list names and relationships. _____

EDUCATION:

	Name and Address of School	Course of Study	Credit Hours Completed	Diploma or Degree
High School				
Undergraduate College or University				
Graduate/Professional				
Other				

Indicate any other language, other than English, you can speak, read and/or write.

	FLUENT	WELL	FAIR
SPEAK			
READ			
WRITE			

Describe any specialized training, apprenticeship; skills and extra-curricular activities that you possess that may be helpful to the position.

Describe any training that you receive in the United States Military that may assist you in the position for which you have applied.

EMPLOYMENT EXPERIENCE:

Start with your present or last job. Include any job-related military service assignments and volunteer activities.

Employer	Dates Employed From To		Work Performed
Address			
Telephone Number(s)	Hourly Rate/Salary Starting Final		
Job Title			
Reason for Leaving	Supervisor:		

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Address			
Telephone Number(s)	Hourly Rate/Salary Starting Final		
Job Title			
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If you need additional space, please continue on a separate sheet of paper and attach it to the end of the application.

List of any professional, trade, business or civic activities.

Give names, address and telephone number(s) of three recent job related references.

Please submit typing test results with resume.

APPLICANT'S STATEMENT:

Please read the following statements carefully and indicate your understanding and acceptance by signing in the space provided.

1. I certify that the answers given herein are true and complete to the best of my knowledge.
2. I authorize investigation of all statements contained in this application for employment as may be necessary in arriving at an employment decision.
3. I understand that the submission of this application does not indicate an officer of employment nor does it establish any obligation of behalf of Grant County Regional Dispatch Authority.
4. In the event of employment, I understand that false or misleading information given in my application or interview(s) may result in discharge. I understand, also, that I am required to abide by all employee policies of Grant County Regional Dispatch Authority.

Signature of Applicant:

Date:

Please complete the following questions concerning the Grant County Regional Dispatch Authority Telecommunicator position for which you are applying. Check Yes or No.

1. Are you willing to work an irregular shift schedule during your training period? Yes No
2. Are you willing to work weekends and holidays? Yes No
3. Are you willing to rotate to any of three shifts: Graveyard, Evening, Days? Yes No
4. Are you willing to accept last minute changes in your work schedule that might require you to cancel personal plans? Yes No
5. Are you willing to be subject to abusive and profane language on the phone from the public and deal with it emotionally? Yes No
6. Are you willing to take directions from a supervisor in front of your peers? Yes No
7. Are you willing to be at a console that restricts your movements to a 6-foot radius, except for your break period during an 8 to 12-hour shift? Yes No
8. Are you willing to work a 12-hour shift or work without regularly scheduled days off due to understaffing or shift activity? Yes No
9. Are you willing to learn all functions of the job including call taking (answering and processing calls for citizens)? Yes No
10. Are you willing to read and study manuals, complete assignments, fill in study guides and take a written test during your training and/or working hours? Yes No
11. Are you able to understand that when you process a call incorrectly it could contribute to someone being seriously injured, or dying? Yes No
12. Are you willing to be closely supervised and questioned routinely about why you followed a certain course of action without taking it personally? Yes No
13. This job requires you to copy information as it is being received, simultaneously digest what you heard and respond immediately. Is this something you would be able to do? Yes No
14. Are you willing and able to deal calmly with angry people when the problem is not your fault? Yes No
15. Are you willing and able to deal with a crisis call involving a child's death, or an assault on a person, set it aside and continue to calmly deal with the next call of an irate citizen on the phone? Yes No

16. If you smoke, are you willing to go without a cigarette for an entire shift if necessary, or smoke only during authorized breaks? Yes No
17. Are you able to detach yourself from calls you may receive concerning a relative? Yes No
18. Are you able to keep all calls confidential, when you are outside of this Agency? To include being questioned by your significant other and or a family member? Yes No

If you answered NO to any of these questions, please reconsider if this is the type of employment you are seeking. Your signature certifies that you have been honest and truthful in your answers.

Signature: _____ Date: _____