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| **Department:** | Police | |  | **Reports to (title):** | Communications Supervisor |
| **Probationary Period:** |  | |  | **Supervises:** |  |
| **Pay Grade:** |  | |  | **Classification:** |  |
| **Hours/week:** | 40 hrs. per week | |  | **Effective Date:** | April 30, 2015 |
| **Type of Position:** | Full-time | |  | **Revised Date:** | April 30, 2015 |
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| performance EXPECTATIONS | | | | | |
| In performance of their respective tasks and duties all employees of the City of Lovington are expected to conform to the following:   * Uphold all principles of confidentiality and respect of all colleagues to the fullest extent. * Adhere to all professional and ethical behavior standards inherent to the Public Sector. * Interact in an honest, trustworthy and dependable manner with all citizens and employees of the City of Lovington. * Possess cultural awareness and sensitivity. * Maintain a current, insurable driver’s license. | | | | | |
| POSITION PURPOSE | | | | | |
| This position performs a variety of routine clerical, cashiering, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; and assisting in the administration of the standard operating policies and procedures of the Police Department Dispatch Center for the City of Lovington. | | | | | |
| essential Duties, functions & Responsibilities | | | | | |
| * Monitors telephone and radio in dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay. * Dispatches police, fire and EMS vehicles for emergency and non-emergency responses; broadcasts nature, location and time of incident; contacts all required personnel and other local concerns such as the Red Cross in the event of certain emergency situations; insures the presence of reserve units by contacting personnel designated for call-back; relays information as required. * Maintains complete and accurate log of radio transmission and is responsible for complying with all applicable radio system operation rules and regulations. In the event of an emergency situation maintains on-going contact with the responding personnel and keeps them informed of all incoming pertinent information, keeps track of various information such as traffic light malfunctions, street closure, and maintains open and frequent communication with emergency personnel. * Maintains dispatch center work area and equipment in clean and working condition. * Operates radios as needed and assists in radio communications; operates base radio as required. * Receives and processes complaints, assistance, and information requests from the public by either referring the party to the appropriate division or department or supplying the information. * Inputs data into standard City and department forms, both manual and automated. * Studies and learns police, fire and EMS procedures and familiarizes themselves with state law and local ordinances. * Answers all calls, determines the nature of calls and directs them to proper agencies and/or dispatches necessary information to local units. * Performs computer back-up and maintenance and required. * May serve on employee committees as required. * Answers telephone and dispatches for various city departments after normal business hours. * Performs entry, update, retrieval and documentation of various files in NC1C and NMLETS. * Accepts bond/fine money for prisoners and completes the necessary paperwork for the courts. * Provides maintenance of the 24 hour communication recorder. * Complies with all federal, state, city and department rules and regulations * Follows, ensures and/or attends all scheduled training classes * Able to work extended hours, evenings, weekends and holidays * Copes with extremely stressful situations * Upholds complete confidentiality * Provides excellent customer service * Other duties as assigned | | | | | |
| MINIMUM MANDATORY qualifications | | | | | |
| Experience: | | One (1) year direct work experience | | | |
| Education: | | High School Diploma or GED | | | |
| Mandatory Knowledge, Skills, Abilities and Other Qualifications: | | Read, write, speak and comprehend the English language.  * Must have knowledge of the geographical area of the City and County * Must obtain and maintain CPR Certification.  Must become licensed in New Mexico Police Radio Dispatcher Certifications within one year of hire.Must have the following certifications within six months of hire: National Crime Information Certification and Emergency Medical Dispatching Certification.Must have data entry and word processing skillsMust be able to work odd hours or overtime, including nights, weekends and holidaysMust be able to travel, sometimes overnightAbility to meet residency requirement; residing with the thirty (30) mile planning radius of the cityAbility to work standard office equipment and standard police equipment used in the field  * Possess high level of customer service at all times. | | | |
| PREFERRED QUALIFICATIONS | | | | | |
| Two (2) years direct work experience  * Bilingual skills in English and the Spanish language | | | | | |
| WORK ENVIRONMENT | | | | | |
| Work environment: | | Work is performed indoors and outdoors and occasionally in confined spaces. Subject to shift work, extended shifts, call-back status, and on-call status. Possibility of exposure to physical risk. The noise level in the work environment is usually moderate to loud occasionally. | | | |
| Physical demands: | | While performing the duties of this job the employee is regularly required to: walk, sit, use hands and fingers, reach with hands and arms, talk and hear. May be required to stand for long periods. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 100 pounds or more. This position must comply with physical fitness standards as set forth by the Department. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. | | | |
| Mental demands: | | There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wide variety of people on various and, at times, complicated issues. | | | |

***Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.***

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| Reviewed by |  | TITLE |  |
| Approved by |  | TITLE |  |
| Date posted |  | DATE HIRED |  |

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| acknowledgment |
| I have reviewed the content of the TELECOMMUNICATION OFFICER position description and have been provided a copy of the description. I certify that I am able to perform the essential functions of this position as outlined in this description, with or without reasonable accommodation. Describe any accommodations required to perform these functions:            *Employee (printed name) Employee (signature)*    *Date* |
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