

**PUEBLO OF LAGUNA
JOB ANNOUNCEMENT NO. 2017-08A**

OPEN TO IN-HOUSE AND EXTERNAL APPLICANTS

POSITION:	Dispatcher
OPENING DATE:	February 2, 2017
CLOSING DATE:	Open Until Filled
DEPARTMENT:	Public Safety
SALARY RANGE:	NE-8; \$25,334 – \$38,002

Position Summary:

Under direct supervision of the Dispatch Supervisor, receives calls from the public concerning crimes and police emergencies. Broadcasts orders to police radio patrol units and other Public Safety agencies. Records calls broadcast and complaints received. Consistently applies Core Values supporting Workforce Excellence. Maintains confidentiality of all privileged information.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Receives and answers emergency and non-emergency calls.
- Broadcasts orders to police patrol units to investigate complaints, location and welfare checks
- Collects, analyzes, and prioritizes information received.
- Enters calls, incidents, call reports, complaints, warrants, and into computer system.
- Retrieves computerized criminal justice information files using the New Mexico Criminal Justice Information System and National Crime Information Center.
- Coordinates all police, fire, ambulance, and other emergency requests, relaying information to radio unit concerned.
- Transmits and receives messages between the Pueblo of Laguna Department of Public Safety and other law enforcement agencies as needed.
- Utilizes and operates a two-way radio communication system, digital recording system, PC, fax, and copier.
- Maintains and ensures that computer and radio equipment is operational and functional. Reports malfunctions for repairs.
- Conveys phone messages, responds to requests from other employees and the public, and provides routine information.
- Contributes to a team effort and accomplishes related results as required.
- Consistently applies the Pueblo's Core Values to support Workforce Excellence.
- Performs other duties as assigned.

Minimum Qualifications:

High School Diploma or GED required. Two years Police Dispatch work experience and Basic Telecommunications Operators Training Program certification preferred. A combination of relevant education and experience may be considered. Fluency in the Laguna language preferred. Must obtain BTOTP Certification within one year of hire; must obtain National Crimes Information Center Certification within 60 days of hire and maintain certification throughout employment.

Background Investigation Requirements:

The Pueblo of Laguna has a Suitability Policy for background investigation processes. Every position in the government operation is reviewed and designated at one of three risk levels. The determination is commensurate

with public trust responsibilities and attributes of the position which includes job duties. The Dispatcher is designated at a High Risk Public Trust (HRT) position.

Type of Background Check	Required
Pre-Employment Drug Screening	X
Background Investigation (Criminal Check, Sex Offender Check, Social Security Trace, Driving Record, Civil Court Check – if applicable, Tribal Criminal Check – if applicable)	X
Employment Verification, Education / License Verification, Personal Reference Verification	X
Fingerprint Verification	X
Must Be Able to Drive a Pueblo Issued Vehicle	
Other	

Knowledge, Abilities, and Skills:

- Knowledge of traditional form, functions, and structure of government and pueblo customs and traditions.
- Knowledge of New Mexico Criminal Justice Information System, Computer Aided Dispatch, and Records Management Information System.
- Knowledge of the Pueblo's Criminal and Traffic Code, Children's/Juvenile Code, and the department's policies and procedures.
- Knowledge of principles and practices of radio dispatch and communication.
- Knowledge of the Pueblo's geography, road locations, and reservation boundaries.
- Knowledge of proper spelling, grammar, punctuation, basic arithmetic, and report writing.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to operate telephone and radio communication equipment.
- Ability to remain calm, handle emergency situations, and handle psychological stresses.
- Ability to work as a team member in a structured working environment.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
- Skill in computer use including Word, Excel, and software specific to law enforcement.

Application Instructions:

- Go to www.lagunapueblo-nsn.gov and click on Employment Opportunities for application instructions and application form. **Read instructions prior to completing application form; incomplete applications will not be considered.** Resumes are encouraged but not in lieu of a complete application form.
- All hand delivered documents must be received by the Human Resources Office no later than 4:30 pm (MDT) on the closing date. All electronically mailed documents must be received by the Human Resources Office no later than 11:59pm (MDT) on the closing date.
- Application packets may be submitted by one of the following methods:
 1. E-mail to POEmployment@lagunapueblo-nsn.gov;
 2. Mail to Pueblo of Laguna Human Resources; P.O. Box 194; Laguna, NM 87026
 3. Deliver to the Human Resources Office, 22 Capital Drive; Laguna, NM
 4. Fax to (505) 552-9675
- For more information, contact Karen Chino, at (505) 552-5778 or by e-mail at the above address.

LAGUNA TRIBAL MEMBER PREFERENCE APPLIES