



## **DISPATCHER**

Hopi Law Enforcement Services

Reports To: Police Lieutenant

Salary Range: 34

FLSA Status: NON-EXEMPT

VALID DRIVER'S LICENSE REQUIRED

PD Revised: 09/10/2019

### **INTRODUCTION**

The communication Dispatcher receives and dispatches calls from emergency (911) and non-emergency telephone lines from citizens or tribal staff requiring police response or information.

### **KEY DUTIES AND RESPONSIBILITIES**

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

1. Receives and prioritizes emergency/911 and non-emergency telephone calls under stressful conditions and time constraints.
2. Dispatches appropriate police unit (s) and relays pertinent information, instructions and messages in a clear, calm and concise manner.
3. Dispatches Hopi Emergency Services units, Hopi Structural Fire, Hopi Wildland Fire, and Bureau of Indian Affairs Corrections and relays pertinent information, instructions and messages in a clear, calm and concise manner.
4. Monitors local police agency dispatcher's radio calls.
5. Maintain radio contact with on-duty units and other agencies utilizing numerous police radio frequencies.
6. Utilizes SPILLMAN Systems, Computer Aided Dispatch (CAD) System to maintain a continuous log of all calls for service, unit activities and report entry.
7. Enters data from officer reports into computer and generates daily on-line report log.
8. Documents and maintains records of incoming/outgoing calls, i.e., radio transmissions, telephone calls, maintains records and ensures entries
9. Provides customer service by responding to inquiries or providing information as needed.
10. Operates computer terminal to obtain ACIC/National Crime Information Center (NCIC) vehicle and criminal record information.
11. Utilize ten codes and other Codes utilized in the police communications, basic terminology used in describing and identifying livestock, big game animals, archaeology, woodland and range units.
12. Documents and maintains records, performs clerical duties, typing, filling, answering telephone calls and operating office machines.
13. Perform other related duties as assigned to meet tribal/program goals and objectives.

### **WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

Work environment is a 24 hour/7 day emergency dispatch center operation setting. Work is performed in a confined area with limited mobility and incumbent may be required to sit for extended periods of time with limited or no breaks.

### **MINIMUM QUALIFICATIONS**

Education: Highs School diploma or GED equivalency;

AND

Experience: One (1) year work experience in operating two-way telecommunications equipment which includes clerical work;

OR

Any equivalent combination of Education and Experience, which demonstrates the ability to perform the duties.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Business English, spelling, grammar, and punctuation required to compose and proofread written documents (e.g. memoranda, letters, reports, studies, manual, training material, etc.) of moderate to complex difficulty on various subjects for various levels of leadership.
- Communicating clearly, concisely and effectively, both orally and in writing.
- The operation of a multi-channel radio with multiple frequencies, distinguishing and recognizing a variety of radio voice transmissions.
- The use of computer/keyboard devices to retrieve and/or enter information.
- Effective decision making/problem solving based on a limited amount of information in crisis or emergency situations.
- The use of modern office equipment (e.g. various keyboards, multi-line telephone system, photo copiers, radio devices, FAX machines, shredders, etc.).
- Recognizing and monitoring communications equipment problems, and notifying appropriate personnel for repair.
  
- Type at 40 net words per minute.
- Operate computer-aided dispatch (CAD) equipment.
- Establish, develop, and maintain courteous and effective working relationships.
- Accept and apply constructive criticism and critiques.
- Maintain emotional control and work effectively during emergencies, crisis situations or extremely stressful conditions.
- Consistently speak in a clear, well-modulated voice.
- Memorize, retain, and accurately recall information and codes.
- Multi-task, organizes, prioritize and adapt to constantly changing situations, and effectively take appropriate action.
- Read, understand and interpret moderately difficult to complex written information (e.g. policies, procedures, rules, regulations, statutes, etc.).
- Understand verbal instructions in the use of specialized equipment.
- Work independently with minimal supervision, exercising good judgment in the safeguarding of confidential or sensitive information.
- Perform detailed work with a high degree of accuracy, at times during stressful situations.
- Accurately understand various transmissions, (e.g. telephone, radio, etc.) and transcribe information (e.g. numbers, letters, names and facts) from one source to another in a timely manner.
- Effectively interpret a variety of maps and dispatch information to field personnel.
- Accurately interpret and follow Department rules and guidelines, (e.g. General Orders, Director's Management Regulations, Law Enforcement Merit System Council Rules, section policies/procedures).
- Work within deadlines in order to complete assignments.
- Calculate mathematical problems involving addition, subtraction, multiplication and division of simple to moderate difficulty.
- Interact with visitors in person in a courteous, professional and effective manner.
- Develop, lead, and participate in team and work groups.
- Must be able to perform all of the essential job functions unassisted, and at a pace and level of performance consistent with the actual job performance requirements. This requires a high level of physical ability to include hearing, speaking, and stamina.
- Ability to understand and interpret complex ordinances, regulations, and standards.
- Ability to cope with situations firmly, courteously, tactfully, and with respect for the rights of others.
- Ability to handle sensitive and hostile public contacts.
- Ability to analyze situations quickly and objectively, and to determine proper course of action to be taken.
- Ability to understand and carry out oral and written instructions.
- Ability to write and speak effectively.
- Good general intelligence and emotional stability.
- Willingness to learn and increase skills in police work.

## **NECESSARY SPECIAL REQUIREMENTS**

1. Must possess a valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving course.
2. Certification to operate a tribal vehicle for business purposes requires a valid Arizona driver's license. Incumbent must maintain a clear driving record to meet all necessary insurance requirements.
3. Must complete and pass the pre-employment screening including fingerprint and background investigation in accordance with the Hopi Tribal policy.
4. Must be able to pass mandatory and random drug & alcohol screening.
5. Must not have any felony convictions.
6. Must complete and pass a polygraph examination.
7. Must complete and pass annual medical examinations.
8. Must not have no court case pending (excluding minor traffic violations and civil cases that do not involve domestic violence) within the past twelve (12) months of application.
9. Must obtain ACJIS Terminal Operator Certification within six (6) months of hire and maintain certification throughout employment with Hopi Law Enforcement Services.
10. Must complete CPR and First Aid training within ninety (90) days of hire and maintain certification throughout employment.
11. Must complete Basic Police Dispatcher training within twelve (12) months of hire.