

**THE VILLAGE OF RUIDOSO
HAS AN OPENING FOR A FULL TIME
TELECOMMUNICATIONS OFFICER**

Classification Summary

Under general supervision, performs a variety of emergency and non-emergency communication functions on an assigned shift for the Village of Ruidoso. This position will work shift work including nights, weekends and holidays. Position is Non-exempt FLSA.

Job Title Summary

The Telecommunication Officers (TCO) answers emergency (911) and non-emergency calls for public safety. Determines call response priority and dispatches necessary police, fire, and emergency medical employees using two-way radio. This position handles confrontational conversations in emergency and non-emergency situations. This position answers to the Deputy Chief/Lieutenant and reports to patrol supervisors of the Ruidoso Police Department with regards to chain of command.

Essential Job Functions

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.

- Questions callers to determine their locations, and the nature of their problems to determine type of response needed.
- Receive incoming telephone or alarm system calls regarding emergency and non-emergency police, fire service, emergency ambulance service, information and after hours calls for the departments within the Village.
- Determines response requirements and relative priorities of situations, and dispatch units in accordance with established procedures
- Record details of calls, dispatches, and messages
- Enter, update, retrieve, and validate information timely from teletype networks and computerized data systems regarding such things as but not limited to wanted persons, stolen property, vehicle registrations, and stolen vehicles, missing persons, pawn tickets, firearms, license plates
- Maintain access to, and security of, highly sensitive materials
- Relay information and messages to and from emergency sites, to law enforcement agencies, and to all other individuals or groups requiring notification
- Scan status charts and computer screens, and contact emergency response field units to determine emergency units available for dispatch
- Maintain files of information relating to emergency calls such as personnel rosters, and emergency call-out, including but not limited to business emergency contact and after hours emergency contact information for alarm purposes, or Village of Ruidoso services
- Assess and ensure responder and public safety.
- Prioritize incoming calls through situational assessment.
- Identify appropriate response and dispatch proper resources including but not limited to police, fire, and emergency medical personnel. Certain types of calls require maintaining phone contact with and advising caller until resources arrive.
- Direct callers, via telephone, in life saving techniques including CPR
- NCIC/NMCIC functions and responsibilities.
- Maintain and operate the E911/Public Safety Answering Point (PSAP)
- Operation of Computer Aided Dispatch (CAD) console.
- Co-ordination of multi-response incidents to include Local, State and Federal responders.
- Maintenance and control of difficult, hysterical, violent, or irrational complainants, victims, and suspects.
- Monitor, dispatch, and maintain status and location information of all on-duty and on-call law enforcement, fire, and emergency medical personnel.
- Familiarization and utilization of appropriate radio codes.
- Maintain, operate, and control multiple computers and programs including E911, NCIC and NMLETS.
- Monitor multiple frequencies of radio traffic as well as input from various other sources.
- Map reading and orientation, jurisdictional and operational boundaries, and Village geography.
- Multi-tasking in high stress situations, as well as operation in a confined/secure access area without scheduled meal or personal breaks.
- Accurately recording information and maintaining logs, files and paper records.
- Public relations; must be able to establish and maintain professionalism and give excellent customer service when working with citizens, public officials, outside agencies and businesses.
- Must be able to establish and maintain good ethical and respectful relationships with fellow co-workers.
- Monitoring of CCTV cameras throughout the Police Department and jail area
- Handle walk-in emergencies and or hostile individuals. Provide emergency interaction with hostile or suicidal subjects and handle traumatic/stressful situations.
- Rapid and methodical response for information requests.
- Data entry in multiple systems and programs including but not limited to CAD, NCIC, NMLETS, and Sleuth.
- Maintain confidentiality of case sensitive information.
- Maintenance of wanted persons files and confirmation of wanted person status upon request from officers or other agencies.

Other Responsibilities or Job Requirements

- Must maintain a high level of computer abilities and keep up with changing technology.
- Completes personal timesheet accurately and timely. Ensures time is reported based on actual time worked.
- Job requires accepting criticism and dealing calmly and effectively with high stress situations
- Job requires maintain composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- Job requires being careful about detail and thorough in completing work tasks
- Adheres to all Village of Ruidoso's policies not limited to IT, Purchasing, and Personnel Manual
- Ensures that any on-the job injury is reported immediately and followed up with appropriate forms
- Reports any suspected fraud, waste, and/or abuse to the Police Chief or Deputy Chief/Lieutenant
- Ensures any reports of harassment are immediately reported
- Attend meetings, trainings, and workshops as needed
- Maintain certification by attending training mandated by the State of New Mexico and the Village of Ruidoso.
- May perform additional duties as assigned including, Training Officer and Terminal Agency Coordinator (TAC).
- Collaborate with supervisors and officers for operational improvements.
- The above statements are not a complete list of all responsibilities and duties performed by employees in this job. As a condition of employment, employees are required to perform other related duties and special projects as assigned.

Qualifications

- High School Diploma or G.E.D required.
- Must be eighteen (18) years of age per NMDPS
- Must possess and demonstrate advanced computer knowledge and skills
- Must obtain New Mexico Law Enforcement Academy Communication Officer (Telecommunications) certification within one year from date of hire.
- Must pass, certify and maintain Emergency Medical Dispatch training.
- Must pass and maintain current CPR/First Aid and AED certification
- Must maintain a minimum of 20 continuing education credits every 2 years.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standard for services, and evaluations of customer satisfaction.
- Knowledge of transmission, broadcasting, switching, control, and operations of telecommunications systems
- Knowledge of relevant equipments, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of compositions, and grammar
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology
- Knowledge of Police Standard Operating Procedures and other recognized manuals on police operations and standards.
- Knowledge of polices, goals, and procedures of the Ruidoso Police Department.
- Knowledge of the basic functions of the police and fire department as well as emergency medical personnel
- Knowledge of the principles and practices of employee training and supervision.
- Skill in understanding complex statutes, ordinances, regulations, standards and guidelines.

- Skill in active listening giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times
- Skill in talking to others to convey information effectively
- Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Skill in looking for ways to help co-workers, public, and other agencies
- Skill in understanding the implications of new information for both current and future problem-solving and decision-making
- Skill in identifying complex problems and reviewing related information to develop and evaluate options and implement solutions
- Ability to identify and understand the speech of another person
- Ability to listen to and understand information and ideas presented through spoken words and sentences
- Ability to communicate information and speak clearly so other can understand you
- Ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures)
- Ability to perform work with others such as but not limited to supervisor, co-worker, public, and other agencies rather than alone,
- Must wear appropriate uniform as required in Ruidoso Police Departments Standard Operating Procedures (SOP) Manual.
- Must possess and maintain valid New Mexico motor vehicle operator's permit of appropriate classification and endorsement as required. Must agree to maintain a satisfactory MVR and minimum requirement of insurability as required by law. MVR background checks may be conducted by the agency.
- Must be willing to take and pass a drug/alcohol test and comply with the Village "Drug Free" policy.
- Must pass a criminal background check, and a Voice Stress Analysis exam.

Physical Demands

- Ability to maintain physical condition and stamina appropriate to the performance of assigned duties and responsibilities which may include sitting, standing, or walking for extended periods of time.
- While performing the duties of this job the employee is frequently required to talk or hear.
- The employee frequently use hands to finger to handle, or feel objects, tools or controls; and reach with hands and arms.
- The usual requirements in an office environment may require lifting boxes of supplies, equipment, and occasional adjustment of office furniture.
- Occasional pushing, pulling, lifting, and/or moving up to 25 pounds.
- Occasional squatting or bending required.

Work Environment

- Works a rotating shift schedule from Days, Swings, Graves which have a fairly irregular schedule, long hours, weekends, and holidays.
- Ability to perform duties under stress and adapt to extended/irregular work schedules as established by management.
- Will be called out when needed and assigned to required locations.
- Operate effectively in noise polluted and stressful environment.
- Routinely work extended periods without a break.

Travel Requirements

- Limited travel – ability to travel for activities such as classes, workshops and assignments in and out of the service area.
- Overnight travel as required.

SALARY IS \$14.24 HOURLY. AN OFFICIAL VILLAGE OF RUIDOSO APPLICATION MUST BE SUBMITTED TO THE HUMAN RESOURCE DEPARTMENT OF THE VILLAGE OF RUIDOSO, 313 CREE MEADOWS DR., RUIDOSO, NM 88345. RÉSUMÉS WILL BE ACCEPTED BUT ONLY WITH AN APPLICATION. APPLICATIONS WILL BE ACCEPTED UNTIL FILLED. ALL PERSONS OFFERED ANY JOB WITH THE VILLAGE OF RUIDOSO SHALL BE DRUG/ALCOHOL SCREENED. REFUSAL TO SUBMIT TO A DRUG/ALCOHOL SCREEN WILL BE DEEMED AS A WITHDRAWAL OF APPLICATION BY THE APPLICANT.

FOR DEPARTMENTS USE ONLY:
DEPARTMENTS PLEASE FILL OUT THIS SECTION!

DATE & TIME POSTED: 10/05/2016 11:00 AM BW (Initial) DATE & TIME REMOVED: UNTIL FILLED _____ (Initial)

