



Position: Emergency Communications Specialist
Department: Lea County Communications Authority
Immediate Supervisor: Emergency Communications Supervisor
Safety Sensitive: Yes

Salary Range: SCAS 18
Probationary Status: 1 Year
FLSA Status: Non-exempt - eligible for overtime
Updated:

ESSENTIAL DUTIES:

- Regular attendance is an essential function of this position.
- Answers all emergency 911 calls.
- Determines what type of emergency help is needed.
- Maintains contact with caller if necessary to relay information to responding emergency personnel and to assist caller in coping with the emergency.
- Interacts with caller in the event of an emergency to obtain medical information that can be relayed to responding personnel and to give caller emergency medical dispatch instructions until emergency medical personnel arrive on the scene.
- Dispatches law enforcement personnel, fire and emergency medical personnel/units and keeps track of their location and all radio traffic to ensure their safety.
- Responds to officers' radio inquiries by accessing information from state and federal databases related to criminal history, vehicle identification and other related information.
- Must enter and provide accurate information (including proper identifiers) to law enforcement personnel on warrant inquiries from NCIC and other local files.
- Communicates with other law enforcement agencies within and outside of Lea County.
- Maintains permanent record of all radio traffic for all law enforcement, fire and emergency medical services incidents by entering information into computer as incidents occur.
- Answers all non-emergency calls when relevant city and county offices are closed. Interacts with callers to obtain information related to their concerns and either refers them to appropriate agencies or dispatches appropriate personnel from on-call lists.
- Answers administrative lines during normal working hours. Responds to requests for service at the customer service window.
- Monitors the National Crime Information Center (NCIC) for messages and communicates necessary information to law enforcement officers or other personnel as indicated. Also responds to NCIC messages as needed.
- Inputs NCIC information regarding all wanted persons, missing persons, stolen property, etc.
- Answers alarm lines: medical, intrusion and fire.
- Maintains proper working order of all equipment necessary in the performance of essential duties.
- Will keep work area clean and orderly to maintain a safe and professional work environment.
- Processes all records in accordance with policy, procedures and directives.
- Must be able to receive and transmit information accurately and calmly, even during emergency or stressful situations.
- Employee will be required to perform shift work, attend job-related meetings and training, and may be required to work irregular hours or overtime.

OTHER DUTIES:

- May serve on various employee committees as required and assigned.
- The duties of the Emergency Communications Specialist are not limited to those set forth above. The employee will perform any and all functions, duties and assignments as given by a supervisor, consistent with ability, background and expertise.

MINIMUM QUALIFICATIONS:

Education:

- High school diploma or GED required.

Experience:

- One year in law enforcement, EMS or fire telecommunications preferred, but not required.

Certifications, Skills and Licenses:

- Ability to communicate orally and in writing in English; bilingual (English/Spanish) helpful.
- Computer literacy required, including the ability to use or learn to use telecommunications-specific systems such as NCIC, CAD, etc.
- Ability to type relatively error-free preferred.
- Must complete and be certified in CPR and first aid prior to admittance to the New Mexico Law Enforcement Academy for emergency telecommunications certification.
- Must be New Mexico Law Enforcement Academy certified within one year of employment.
- Must show ability to obtain NCIC and Emergency Medical Dispatching Certification as well.
- Valid New Mexico Driver's license.

Physical Functions/Requirements:

The physical demands described here are representative and not necessarily exhaustive of those that must be met by an employee to successfully perform the essential functions of this job.

- Must be able to sit for up to four hours at one time and up to twelve hours total per day, with intermittent opportunities to stand and/or walk.
- Must be able to crouch, kneel, bend at the waist, twist/rotate at the waist on a minimum basis as needed to perform essential duties.
- Must be able to reach arms away from body or over head to access dispatching equipment or other items as needed to perform essential duties.
- Must be able to work with arms bent for up to four hours at one time and up to twelve hours per day.
- Must be able to lift and carry for short distances items weighing up to an estimated 10 pounds or less; occasionally, items must be lifted to shoulder level or above head; occasionally items weighing up to an estimated 50 pounds may be lifted or moved.
- Must be able to push/pull with arms with an estimated force of up to 5 lbs. frequently throughout the day.
- Must be able to grasp and manipulate equipment necessary to perform essential functions such as writing, depressing buttons, switches and instrument keyboard components; and similar functions.
- Must have hearing adequate to meet NMDPS hearing requirements for Communication Specialists; and adequate sight, including close vision and the ability to adjust focus, and a clear speaking voice in order to perform all essential duties.

Mental Functions/Requirements:

- Must be able to understand and follow oral directions and instructions. Must also be able to give oral directions and instructions.

- Must be able to read, understand and follow written directions and instructions. Must also be able to give written directions and instructions.
- Must be able to read and understand such items as letters, reports, guidelines, radio logs and similar documents.
- Must be able to write such items as letters, reports, logs and similar documents using proper format and grammar.
- Must be able to effectively safeguard confidential information.
- Must be knowledgeable of standard and departmental policies and procedures in responding to emergency situations and show ability to recall same accurately, under stress.. Must show ability to obtain working knowledge of NCIC, CAD, city, county and state laws and ordinances, fire/EMS Resource manuals.
- Must be able to use sound judgment and reason as well as personal experience in order to respond to emergency situations.
- Must maintain mental alertness in order to change tasks or activities on a frequent basis, and to adequately handle high pace and stress of position.
- Must show ability to learn and recall accurately, under stress, locations within municipalities and the County as well as highway locations within the County.
- Must demonstrate emotional stability sufficient to handle extreme stressful situations to include life and death situations.
- Must be able to use tact and courtesy in working with a wide range of individuals and in responding to callers in order to handle emergency situations.

Other:

- Ability to perform essential duties and adapt to working conditions.
- Must have no felony convictions or misdemeanor convictions involving moral turpitude, violence, illegal drug distribution or dishonesty.

WORKING CONDITIONS:

The work environment characteristics described here are representative but not necessarily exhaustive of those an employee encounters while performing the essential functions of this job.

- Essential duties are generally performed indoors, in a temperature controlled environment. Duties may be performed outdoors occasionally in an unusual or emergency situation.
- While performing the duties of this job, worker is required to remain in a seated or standing position at a computer terminal for extended periods of time.
- Worker is exposed to intermittent noise factors such as radio, telephone, computer printer, typewriter, teletype, photocopier machine or emergency alarms.
- Work is generally performed on an even carpeted or tiled surface, which is typically dry. May on occasion be wet or slippery.
- Duties may be performed at any time during the 24-hour day depending on shift requirements and the occurrence of emergency situations. Employee is subject to call-out at any time.
- Worker may perform duties alone, with minimal supervision, or as part of a select team.
- Worker may be exposed to hazardous situations such as physical confrontation; dusts and mists; human body odors; and the possibility of physical injury during an emergency situation. Stress related to emergency situations is a factor in this job.

PRE-EMPLOYMENT REQUIREMENTS:

- Interview.
- Criminal record check.
- General employment background check.
- Alcohol/drug screen
- Physical and back x-ray
- Polygraph - by a licensed polygraph operator
- Psychological exam, may be given.
- Job-related skills tests, written and practical, may be given.

I hereby affirm that I have received a copy of the position specifications listed above; I acknowledge that it is my responsibility to familiarize myself with the duties and expectations of the position described.

Employee: _____ Date: _____

Supervisor: _____ Date: _____

Witness: _____ Date: _____