

CITY OF SOCORRO DISPATCH CENTER
JOB DESCRIPTION
ENHANCED 911 OPERATOR (DISPATCHER)

Salary: 20-25

Reports to: Dispatch Director

Definition: Under general supervision, answers regular and emergency 911 phone calls and operates two-way radios to answer questions, dispatch appropriate law enforcement Officers, EMT's, Fire Department Personnel and to research and verify information requested by officers of those agencies for which the City dispatches.

Essential Functions:(Essential functions, as defined under the Americans with Disabilities Act, may vary among positions, but may include the following tasks, knowledge's, abilities, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is not intended to be a comprehensive listing of tasks performed by all positions in this classification.)

Tasks: Answer phone calls on regular phone lines to answer questions requiring general information about the agencies for which the City of Socorro dispatches.

Answers emergency 911 phone calls, evaluating the call to determine the response needed, dispatching appropriate law enforcement/fire/rescue staff and recording information required to document time and nature of the call and the time and nature of action taken.

Operates two-way radios to provide information to requesting parties (i.e. Police, Fire, EMS, etc.) and agencies and to inform officers as to the nature and location of calls for assistance and criminal/civil incidents.

Operates computer systems dealing with telephone, radio, CAD and the National Crime Information Center (NCIC). Must be able to pass NCIC competency test given by the State of New Mexico. Must be able to learn the enhanced 911 Emergency Service System and utilize all the functions the system provides.

Knowledge, Abilities, Skills and other Characteristics:

- *Knowledge of emergency dispatch policies and practices.
- *Knowledge of the names and locations of streets in the City of Socorro.
- *Knowledge of general Police, Fire and Ambulance Department operations.
- *Ability to establish and maintain effective working relationships with State, Federal and local law enforcement officer, other staff and the public.
- *Ability to communicate using standard telephone and two-way radio equipment.

For a City of Socorro dispatcher to achieve permanent status, he/she must be State Certified within one year of the initial date of employment. The probationary period for a City Dispatcher, as all City Employees, is 6-9 months. Upon completion of probation and State Certification the Dispatch employee shall receive a 5% increase in pay. It is incumbent on the employee, in order to maintain his/her position with the City, to become State Certified within one year of initial date of hire.

Work Schedule: The City dispatch system is a 24-hour emergency system. When scheduled, dispatchers must be available to work day, mid or night schedules.

Additional Skills Preferred: All else being equal, the following items will be preferred.

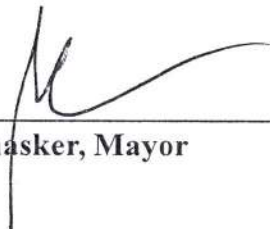
1. Bilingual abilities
2. General Knowledge in First Aid(i.e. RN status, EMT status, etc.)
3. General Knowledge in Law Enforcement (i.e. Law Enforcement Certification, Law Enforcement work experience, fire protection, emergency procedures, etc.)

Probation Period:** To be in accordance with the City Policy No. 314.1 of the City of Socorro Personnel Manual.

Dispatch Certification** required as per State Statue No. 24-10b, within one year of date of hire.

** 5% increase upon completion of probation and certification.

Approved 8, 18, 14



Ravi Bhasker, Mayor

Attest:



Pat Salome, City Clerk