



JOB DESCRIPTION

*****LAW ENFORCEMENT*****

Job Title:	Communication Operator
Dept./Division:	Police Department
Unit:	Public Safety Communications
Job Family/Class:	Law Enforcement Non Sworn Communications
Supervised By:	Communications Shift Supervisor
Employee Type:	Hourly
Pay Grade:	14

NATURE OF WORK:

The Communications Operator, under direct supervision, respond to all 911 emergency and non-emergency incoming calls for Police, Fire and EMS. The incumbent prioritizes the calls and dispatches emergency personnel to crime scenes, calls for assistance, accidents, request for emergency medical assistance, security officer assistance and all other service calls. The Communication Operator enters and maintains call records and any related documents in both electronic and paper format.

ESSENTIAL FUNCTIONS:

- Answers emergency calls and dispatches appropriate personnel for response; determines when additional back up units are needed and checks for safety of personnel on call.
- Under direction from the Communications Shift Supervisor or Communications Manager may contact other agencies such as search and rescue, life flight support, and other surrounding police agencies.
- Answers non-emergency call for stray or diseased animal pick up, arrest and transportation of individuals with warrants and monitors fire and burglar alarms to determine appropriate personnel response.
- Maintains and documents all records of incoming and outgoing calls on Millennium CAD, RMS systems.
- Provides police officers with requested information such as, but not limited to NCIC (National Crime Information Center) and ACIC (Arizona Crime Information Center) information and general police bulletin information.
- Monitors radio transmission for Animal Control, Security, Detention and Probation.
- Operates all communications center equipment associated with answering, processing and dispatching emergency and non-emergency calls for service.
- Provides pre-approved, pre-arrival, instructions and directions intended to enhance the safety of the caller and the field responders.
- Assigns the appropriate dispatch priority to a call for service based on the criteria presented by the caller; determines the order dispatch of calls for service “holding”.
- Works closely with alarm companies in reference to silent/panic alarms activated either at the Casino or Administration.

Communications Operator

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- Enters and retrieves information from ACJIS (Arizona Criminal Justice Information System) which may include: license and registration confirmation, missing persons information, or recovered and stolen vehicles.
- Performs other duties of a similar nature or level.

ESSENTIAL KNOWLEDGE AND SKILLS:

Knowledge of:

- Policies and procedures related to the Pascua Yaqui Communications Center;
- Applicable federal, state, local and tribal laws, rules, and regulations;
- Geographic and demographic layout of the Pascua Yaqui Reservation;
- ACIC and NCIC information date process;
- Proper application of radio communication codes and terms and the use of radio equipment;
- Availability and use of auxiliary emergency resource, agencies, personnel, and services;
- Yaqui culture, customs, resources and traditions and a willingness to learn.

Skills in & Ability to:

- Soliciting needed information necessary to dispatch appropriate emergency personnel to a scene;
- Making quick decision during priority calls, and being able to work without supervision;
- Reading and comprehending complex technical documents written in English;
- Dealing tactfully and effectively with a variety of people, often under stressful conditions;
- Operating a typewriter, computer terminal, and dispatch console keyboard to transcribe handwritten copy and/or simultaneous oral communication;
- Multitask necessary to work on different assignment and/or equipment at any given time;
- Use the Pascua Yaqui Tribe's street map to locate addresses and streets;
- Operate a base station two-way radio, computers, printers and telephones;
- React quickly and calmly in emergency situations;
- Establish and maintain effective working relationships with employees and people of varying social background;
- Read and understand oral and written policies, rules, instructions, and other materials of the Pascua Yaqui Fire Department;
- Handle confidential information which includes crime scene information and HIPAA covered medical issues.
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

TRAINING AND EXPERIENCE:

High School Diploma or GED and completed the Pascua Yaqui Training program.

AND

- Must type at least 35 words per minute.
- Bilingual in English/Spanish preferred, but not required.
- Must not have been convicted of a misdemeanor, or any criminal offense involving moral turpitude in Arizona, or any Federal and State jurisdiction, where the commission of such a criminal offense would be a misdemeanor as defined by Arizona Revised Statutes, other than minor traffic violations within the previous one (1) year period.
- Must not have been convicted of a crime or misdemeanor, or be under a court order, that would restricts the ability to possess firearms.
- Must not have any felony convictions.

LICENSING REQUIREMENTS:

- Must possess and maintain a valid Arizona Driver’s license.
- Must have a FBI, BIA and Tribal Court clearance. Failure to maintain a current clearance from the aforementioned agencies will result in removal from this position.

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BACKGROUND CHECK:

- Must provide at least three (3) business related reference letters.
- Must pass a background check and drug test.
- Funding and sensitivity of position will determine fingerprinting requirement.

Applicants and employees may be subject to criminal background and character investigation in accordance with applicable federal laws including, but not limited to: Indian Child Protection and Family Violence Prevention Act (25 U.S.C. Section 3201), Minimum Standards of Character and Suitability for Employment (25 CFR 63), Section 231 of the Crime Control Act (P.L. 101-647), and Child Care Worker Employee Background Checks (42 U.S.C Section 13041).

TRIBAL VEHICLE USE POLICY NOTICE:

This position may require the use of personal, GSA or Tribal vehicle for Tribal business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for Tribal business will be prohibited if the employee is not authorized to drive a Tribal vehicle or if the employee does not have personal insurance coverage.

PHYSICAL REQUIREMENTS:

Positions in this class typically require: finger dexterity, feeling, talking, hearing, seeing and repetitive motions. This position requires the ability to function during high stress situations.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Work weekends, rotating shifts, holidays and when requested by the Communication Supervisor or the Chief of Police.

Review and Approved by:

Department Head and/or Designee

Date

H.R. Manager/Classification & Compensation

Date

Human Resources Director

Date