



**Job Title: (9-1-1 Dispatcher III) Emergency Communication Specialist III**

**Department/Division:** Public Safety Department/RECC  
**Salary:** Starting pay of \$20.0809/hr. Please see attached pay scale  
**Range:** 16  
**Position Status:** Full-Time/ Classified  
**FLSA Status:** Non-exempt  
**Closing Date:** June 30, 2022  
**Job #:** 6-2022-014

*The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only to provide a summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

**Primary Purpose:**

To perform a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; assisting in the training of new employees in proper telephone call procedures and related communication equipment for the Santa Fe Regional Emergency Communications Center (RECC).

**Essential Job Functions:**

- Assumes supervision of a shift in absence of a Communications Supervisor.
- Works under the supervision of the Communications Manager and Communications Supervisors.
- Provides information, guidance, direction, and – when necessary – supervision related to policies and procedures and general dispatch functions to other Emergency Communications Specialists and Trainees.
- Monitors telephones and radio in the emergency dispatch center, answers incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay information.
- Operates radios and dispatches law enforcement, fire, EMS and other units for emergency responses; broadcasts nature, location and time of incident; contacts all required personnel and other local concerns of an emergency situation; relays information as required. Performs a variety of routine clerical, administrative and

technical work in receiving and dispatching routine and emergency information  
Keeps official records

- Maintains logs of radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintains on-going contact with the responding personnel and keeps them informed of all incoming pertinent information; keeps track of various information such as traffic lights out and streets closed and keeps emergency personnel and general public informed.
- Makes entries and inquires on NCIC computer system.
- Inputs data to standard office and department forms – both manual and automated.
- Maintains dispatch documents and records.
- Assists the RECC Communications Supervisors in various projects as requested.
- Assists in the administration of the policies and procedures and standard operating guidelines of the (RECC).
- Assists in training and supervising of other employees.
- Assists Communications Supervisors with performance evaluations.
- Attends seminars, workshops, and periodic training classes.

#### **Knowledge / Skills:**

- Accurate typing minimum of 35 wpm. Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; working knowledge of street locations and geography of the areas served.
- Some skill in operation of the listed tools and equipment; skill in communications, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc., sufficient to exchange or convey information and to provide work directions. Demonstrated ability to communicate clearly and concisely, both orally and in writing; ability to effectively deal with the public.
- Good diplomacy and good decision making skills. Accuracy in work performed and the ability to follow oral and written instructions and guidelines. Perform tactfully and proficiently under stress.
- Present with a clear and understandable telephone and radio voice. Must be knowledgeable in Computer-Aided Dispatch (CAD) system. Must have knowledge of E-911 and Public Safety Dispatch systems, operations, and policies and procedures.
- Must have skills in supervision and dealing with subordinates.

#### **Minimum Qualifications:**

- High school diploma or equivalent plus five (5) years of experience with the RECC or other Emergency Medical or Law Enforcement Communications Center.
- Must possess a New Mexico DPS Basic Dispatch Certificate. Must possess CPR, NCIC, and EMD certifications or obtain within six (6) months.

- All employees in this job classification shall be required to sign a “Confidentiality and Non-Disclosure” Agreement.
- Must be free of any convictions or any other crime involving moral turpitude. Prior criminal convictions may or may not disqualify applicant.
- The COVID vaccine is mandatory for all Santa Fe County employees unless granted an accommodation under applicable state or federal law.

**Working Conditions:**

Required to sit, talk and hear. The employee is frequently required to use hand and finger dexterity, to handle or feel objects, tools, or controls; and reach with hands and arms. Ability to move up to 20 pounds. Close vision and the ability to adjust focus. Holiday, weekends, and shift work is required.

**Conditions of Employment:**

Selected candidate must submit to and pass a County paid pre-employment physical and drug/alcohol screening. Additionally, selected candidate must submit to and pass a county paid criminal background screening. Selected candidate must possess and maintain a valid New Mexico Class D Driver’s License as incumbent shall be appointed to drive a County vehicle during the performance of his/her duties.

**Apply Online at:**

**[https://www.santafecountynm.gov/human\\_resources/employment\\_applications](https://www.santafecountynm.gov/human_resources/employment_applications)**.

**Resumes will not be accepted in lieu of the official Santa Fe County employment application. Proof of education, certificates and/or endorsements must be attached to each application.**