

Henry P. Roybal
Commissioner, District 1

Anna Hansen
Commissioner, District 2

Rudy N. Garcia
Commissioner, District 3



Anna T. Hamilton
Commissioner, District 4

Hank Hughes
Commissioner, District 5

Katherine Miller
County Manager

102 Grant Ave; Santa Fe, New Mexico 87501 Phone: 505-992-9880 Fax: 505-992-9895

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

Department/Division: Public Safety Department/RECC
Salary: Starting pay of \$19.1835/hr. Please refer to attached wage scale. **Range: 12**
Position Status: Full-Time/Classified
FLSA Status: Non-exempt
Closing Date: June 30, 2022
Job #: 6-2022-013

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:

- Works under the supervision of the Director of RECC and manages the day-to-day operations of the RECC.
- Assumes supervision of a shift in absence of a Communications Supervisor and Emergency Communications Specialist III's.
- Works under the supervision of Communications Manager, Communications Supervisors and Emergency Communications Specialist III's.
- Provides information, guidance, direction, and – when necessary – supervision related to policies and procedures and general dispatch functions and the proper telephone call procedures and related computer equipment to Emergency Communications Specialist 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.
- 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 Supervisors in various projects as requested.
- Assists in the administration of the policies and procedures and standard operating guidelines of the (RECC).
- Assists the 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 or equivalent plus two (2) 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.
- 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.

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.