



# **SANTA FE COUNTY**

102 Grant Avenue, Santa Fe, New Mexico 87505 Phone: 505-992-9880 Fax: 505-992-9895

## **Job Title: Emergency Communications Specialist 1 Advanced (ECS I-A)**

<b>Department/Division:</b>	<b>Public Safety/ RECC</b>	
<b>Salary:</b>	<b>\$20.8075-\$21.6508</b>	<b>Range: E1A</b>
<b>Position Status:</b>	<b>Full-Time/ Classified</b>	
<b>FLSA Status:</b>	<b>Non Exempt</b>	
<b>Closing Date:</b>	<b>April 2, 2023</b>	
<b>Job #:</b>	<b>3-2023-007</b>	

*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 receive and process emergency and non-emergency calls for service for the Santa Fe Regional Emergency Communications Center (RECC). provide life-saving instructions over the phone and accurately document incidents/reports from citizens for emergent and non-emergent calls.

### **Essential Job Functions:**

- Works under the direct supervision of the RECC Training Coordinator and Emergency Communications Specialist Team Leader, Center Manager and close supervision of the Director of RECC.
- Receives, processes and provides instruction for calls of a medical nature utilizing Emergency Medical Dispatch Protocols.
- Processes emergent and non-emergent phone calls in the emergency dispatch center, answers incoming calls and ascertains nature of call, gathers all necessary information to be relayed by the radio operator to field responders.
- Incumbents must be willing to work any days of the week (including weekends and holidays) and any hours of the day or night.
- Maintains logs of 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 by telephone. Keeps track of various information such as traffic lights out, streets closed, keeps emergency personnel and general public informed.

- Inputs data to standard office and department forms – both manual and electronic.
- Maintains dispatch documents and records.
- Assists other Emergency Communications Specialists and Supervisors in various projects as requested.
- Attends seminars, workshops, and training classes.
- Maintain cleanliness of RECC dispatch consoles and equipment.
- Begins training process to become a public safety radio operator (ECS II) to include dispatching public safety responders to emergent and non-emergent calls for service, if employee desires to promote to ECS II.

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

- Knowledge of emergency dispatch systems, operations, and policies and procedures.
- Knowledge of modern office practices and procedures.
- Knowledge of Santa Fe County street locations and geography of the areas served.
- Knowledge of or ability to learn Emergency Medical Dispatch Protocols
- Ability to operate various word-processing, spreadsheet, presentation, and database software programs, as well as NCIC, RMS, Computer-Aided Dispatch (CAD), E-911 and Public Safety Dispatch systems.
- Ability to accurately type a minimum of 35 wpm.
- Ability to establish and maintain effective working relationships 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.
- Ability to perform work accurately and to follow oral and written instructions and guidelines.
- Ability to perform tactfully and proficiently under stress and to maintain a clear and understandable telephone and radio voice.

#### **Minimum Qualifications:**

- High school diploma or equivalent
- Minimum one (1) year of experience within the RECC or another public safety dispatch agency.
- Must possess or obtain, and maintain a valid New Mexico DPS Basic Dispatch Certificate within twelve (12) months of hire. (Initial Training and continuing education is provided by the department through NMDPS)

- Must obtain or possess NMDPS accredited Communications Training Officer certificate within six (6) months of promotion or as soon as class is available
- Must possess CPR certification or obtain within six (6) months of hire.
- Must possess or obtain International Academies of Emergency Dispatch certification (EMD) within six (6) months of hire(training provided by the department).
- All employees in this job classification shall be required to sign a “Confidentiality and Non-Disclosure” Agreement.

### **Working Conditions:**

Work is primarily in an office environment. While performing the duties of this job, the employee regularly is required to sit; use hands to finger, handle or feel; reach with hands or arms; and talk or hear. Exposure to hostile individuals may occur. . Ability to lift up to 20 pounds. Clarity of vision at short distance required. Evening, holiday, and weekend work is required. Extended hours, irregular shifts, and occasional overnight travel are required. May be on call for emergencies and staffing shortages.

### **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. Must be free of any convictions or any other crime involving moral turpitude. Prior criminal convictions may or may not disqualify applicant. Candidate must obtain and/or maintain all certifications required.

### **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.**

Revised: 02/14/2022