



**PUEBLO OF ISLETA**  
**HUMAN RESOURCES DEPARTMENT**  
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**VACANCY ANNOUNCEMENT**

**POSTING NO: 105-23**

**OPENING DATE: 06/02/2023**

**CLOSING DATE: Open Until Filled**

**POSTED: IN/OUT**

**POSITION:** Assistant Dispatch Supervisor  
**PAY GRADE:** NE7 (\$19.33/hr.-\$26.09/hr.)  
**FLSA STATUS:** Non-Exempt  
**POSITION TYPE:** Full Time  
**FUNDING SOURCE:** POI Funded  
**DEPARTMENT:** Police Department  
**REPORTS TO:** Dispatch Supervisor  
**BACKGROUND LEVEL:** Child/Elder

**JOB PURPOSE:** Supervises dispatch staff and daily operations of the communications center; dispatches tribal law enforcement, fire, EMS, rescue, and other tribal support service units to all emergency and non-emergency scenes and calls. Assists Dispatch Supervisor with the management of the Communications Section.

*This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.*

**JOB DUTIES:**

- Oversees the dispatching of police, EMS, fire and tribal support services ensuring calls are handled in a timely and efficient manner.
- Implements and maintains dispatch schedule to ensure all shifts have adequate coverage.
- May assist in maintaining Kronos timekeeping system; edits timesheets and submits payroll by the scheduled deadline.
- Receives and dispatches police, fire, and ambulance calls and messages to and from the public, police vehicles and law enforcement officers and to and from law enforcement agencies outside the reservation.
- Maintains a written log of telephone and radio calls; quality checks reports and data entries for accuracy.
- When designated may serve as designee to the manager for a 911 Public Service Answering Point (PSAP); maintains equipment and provides a variety of general information to

community residents, including laws and regulations, road and weather conditions, and travel directions.

- Maintains record of current location and availability of law enforcement personnel, emergency equipment, volunteer officers, and search and rescue groups.
- Maintains updated files of current warrants, criminal complaints, civil complaints, restraining orders, and probation paperwork.
- Screens incoming radio and telephone calls and makes appropriate referrals to the shift supervisor or other law enforcement officers.
- May issue memos, procedures and directives in relation to operation of Command Center under the direction of the Dispatch Supervisor Troubleshoots RMS/CAD, radio and other communications equipment and MIS to resolve issues; ensures equipment is in proper operational order.
- Maintains all records relating to the police dispatch including but not limited to: radio logs, NCIC logs, updating logs.
- Maintains current working knowledge of trends in emergency communications.
- Keeps leadership and other departments informed of status of department activities by attending meetings and submitting reports.
- Enhances professional growth and development through participation in seminars, educational workshops, classes and conferences.
- Hosts regular staff meetings to ensure communication among staff regarding program-related activities.
- Participate in pre-employment interviews and conduct applicant background investigations.
- Serves as Assistant TAC.
- Performs other duties as assigned.

#### **SUPERVISION RESPONSIBILITIES:**

- Supervises Dispatchers in the provision of emergency communications services; provides coaching, counseling, training and feedback to employees; assigns, reviews, and delegates work and job responsibilities to designated staff.
- Assists in hiring, evaluating, disciplining, and developing support staff.

#### **MINIMUM QUALIFICATIONS/REQUIREMENTS:**

- High School Diploma/GED.
- Three years' experience as a communications operator or dispatcher
- New Mexico State Law Enforcement Dispatcher Certification and NCIC Terminal Access Certification.
- Must possess a First Line Supervisor training course or similar supervisor course or complete such course within 6 months of hire.
- CPR/First Aid Certification.
- Must be able to pass a physical examination.
- Ability to speak Tiwa preferred.
- Must pass background check for position.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

#### **KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:**

- Knowledge of applicable federal, state, county and local laws, regulations, and requirements.
- Knowledge of department organization, functions, objectives, policies and procedures.
- Knowledge of Federal Communication Commission rules and regulations required.
- Knowledge of the scope, landmarks and geographical locations within the Isleta Pueblo.
- Knowledge of principles and practices of radio dispatch and communication.
- Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
- Skill in preparing, reviewing, and analyzing operational and financial reports.
- Skill in supervising, training, and evaluating assigned staff.
- Skill in making effective decisions in emergency situations.
- Ability to use VESTA call management and mapping system, and recording equipment for radio and phones.
- Ability to use Record Management System RMS/CAD software and NCIC terminal.
- Ability to perform duties under stress, maintain composure and professionalism under stressful conditions and in the face of provocation.
- Ability to maintain confidentiality of information as directed by tribal and police policies.
- Ability to type accurately a minimum of 25 words per minute.
- Ability to work occasional overtime and able to respond to cover a shift on short notice.
- Ability to work independently and meet strict time lines.
- Ability to establish and maintain effective working relationships with the public, tribal government and other law enforcement and Public Safety agencies.
- Ability to refer to and use manuals regarding the use of equipment and emergency procedures.
- Ability to work extended hours, weekends, and holidays.
- Ability to communicate efficiently and effectively both verbally and in writing.
- Ability to establish and maintain good working relationships with the individuals of varying social and cultural backgrounds.
- Ability to create and present effective speeches and presentations.
- Ability to analyze situations and adopt appropriate courses of action.
- Ability to establish and maintain professional relationships with the public and co-workers.
- Ability to make solid decisions and exercise independent judgment.

#### **PHYSICAL DEMANDS:**

- Sit, talk and listen for up to 8 hours per day; extensive use of hearing when using radio or communication equipment.
- Stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 25 lbs.

#### **WORK ENVIRONMENT:**

- Work is generally performed in indoor settings in emergency and extremely stressful situations.
- Noise level is usually moderate.
- Frequent interaction with the public.
- Evening and weekend work required.

**PREFERENCE:**

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.