



EMPLOYMENT OPPORTUNITIES

Job Title: Public Safety Telecommunicator I (2 Vacancies)

Closing Date: Open Until Filled

DEADLINE: Attach any required documents, i.e., Transcripts, Certificates, diploma and Motor Vehicle Record, to your online application by midnight on the closing date. Late Applications or documents will not be considered.

Job Number: 26-182

Job Type: Full-Time Regular

Department: Gila River Police Department

City: Sacaton, AZ

Location: 637 W Gu U Ki St.

Area of Interest: Public Safety Telecommunications

Salary/ Hourly Rate: \$23.25-\$34.45/Hourly

Tribal Driving Permit Required: Yes

DISTINGUISHING FEATURES OF THE CLASS:

The Public Safety Telecommunicator I (PST-I) performs specialized work in receiving emergency calls. The PST-I will also have secondary knowledge and abilities in dispatching the appropriate police, fire, and EMS agencies to the incident scene. Using highly technical computer aided dispatch systems (CAD) and multi-channel radio/paging consoles, PST-I's must act quickly, efficiently, calmly, and accurately to process incoming emergency calls and dispatch and coordinate emergency responder resources. PST-I's are expected to observe all local, state, and federal laws as well as established policies and guidelines that direct them in meeting department goals. This class is subject to shift work; ability to work nights, weekends and holidays is required.

ESSENTIAL FUNCTIONS:

- Interviews all emergency callers to determine the nature of the emergency, location of the incident, other related information and the need for dispatching of emergency assistance using a telephone switchboard according to established rules and procedures.
- Dispatches fire units, police cruisers, ambulance and other necessary emergency and non-emergency vehicles in order to aid officers in the field or the public in emergency or non-emergency situations using radio communication, text-telephones and computer aided dispatch (CAD) system.
- Responsible for the management of callers by keeping them calm and providing instructions to keep them safe, as well as others at the scene. Communicates with special needs callers; including callers from a diverse demographic background.
- Complete CAD masks and type messages to be used for future reference using information received from the teletype and radio or telephone conversations on a computer keyboard with speed and accuracy as the information becomes available to maintain accurate reference files.
- Determines appropriate emergency response jurisdiction and availability of nearest unit to dispatch; using incoming and outgoing radio transmission to monitor and track a unit as an ongoing process throughout the shift. Appropriately, transfers or routes call for emergency services to outside jurisdictions.
- Make request for ambulances, tow vehicles, firefighting, sheriff, police and allied agency units and other emergency services to assist emergency personnel in the field using radio communications as requested or required by Officers or other emergency personnel.

- Dispatches all Police, Fire, and Emergency Medical Services communications and relays criminal information to notify other agencies that may become involved with the emergency, non-emergency situation using radio communications as the information becomes available.
- Conducts criminal history background checks and Department of Motor Vehicle inquiries; including confirming, locating and sending dispositions on individuals, vehicles, property and other items recovered by the agency in accordance with department policies and procedures.
- Maintains the NCIC/ACIC databases; by making entries, modifications, cancellations, and clearances of files
- Maintain daily operating log of incoming and outgoing transmissions to track and monitor different aspects of calls according to established rules.
- Performs janitorial duties of the Communications Center.
- Perform other related duties as assigned.

REQUIRED KNOWLEDGE, SKILL AND ABILITY:

- Knowledge of Federal Communications Commission rules and regulations governing operations of radiotelephone transmission and reception within the State of Arizona.
- Knowledge of Police, Fire and Emergency Medical Services policies and procedures.
- Knowledge of Gila River Indian Community streets and areas, including geographical layout of operating districts.
- Knowledge of radio transmission procedures to produce effective communications between two parties.
- Knowledge of privacy and security requirements concerning release of information and confidentiality laws.
- Ability to remain calm in stressful situations while dealing with hostile, hysterical, or grieving callers.
- Ability to read maps, operate computer systems, Geographical Information Systems (GPS) and related software.
- Ability to establish and maintain effective working relationships with other employees, Community Officials and the public.
- Ability to perform all physical requirements of the position; agree to maintain a Drug-free workplace.

REQUIRED EDUCATION AND EXPERIENCE:

High School Diploma or GED and six (6) months experience in public contact or customer service, which included answering telephone calls in a high volume setting.

Prefer public safety dispatching experience.

ADDITIONAL REQUIREMENTS:

- Must successfully pass a one (1) year probationary period.
- Must pass typing test with score of 35 wpm net or 3500 ksm (key strokes per minute) and score an 80% on the designated testing process of the Gila River Police Department.
- Must have a valid Arizona Criminal Justice Terminal Operator Certification or obtain within six (6) months of hire date.
- Must obtain and maintain certification in approved courses; for Public Safety Telecommunicator, Cardiopulmonary Resuscitation, Fire Communications, NIMS ICS-100 & ICS-700 and Emergency Medical Dispatch within six (6) months of hire date.
- Required to pass a criminal background check; which includes fingerprinting, polygraph test, and drug screening.
- Required to obtain a Tribal Operator's permit. Valid state driver's license with a current proof of driving record for the past 39 months will be required to qualify for a tribal driving permit. Proof of driving record must be submitted with application and must not be more than 60 days old from the date of submission of the application.

**Non-Supervisory, Hourly Position
Reports to Director or designee**

BENEFITS:

The Gila River Indian Community offers a comprehensive benefits package, which includes; vacation, holiday, and sick leave as well as medical, dental, vision, life, short and long term disability benefits.

Preference in filling vacancies is given to qualified Indian candidates in accordance with the *Indian Preference Act (Title 25, U.S. Code, Section 472 and 473)*. The Gila River Indian Community is also committed to achieving the full and equal opportunity without discrimination because of Race, Religion, Color, Sex, National Origin, Politics, Marital Status, Physical Handicap, Age or Sexual Orientation. In other than the above, the Gila River Indian Community is an Equal Opportunity Employer.

If you are claiming Preference in one or more of the following categories please attach a copy of the required documentation to the completed Employment Application.

Preference for Community Members (with proof of enrollment)

Preference for Native Americans (must meet membership requirement of a federally recognized Tribe.)

Preference point for Spouse of Community Member (with proof of spouse enrollment)

Preference point for Veteran (must meet statutory requirements)

HUMAN RESOURCES WILL NOT MAKE COPIES OF APPLICATIONS OR DOCUMENTS BEING SUBMITTED.

Visit our GRIC website and apply online: www.gilariver.org