

## Open Continuous / 2008

### VACANCY ANNOUNCEMENT

<b>POSITION:</b>	Telecommunicator MCD-004A / MCD-004	<u>2008-MD-01</u> <b>Vacancy Announcement #</b>
<b>SALARY RANGE:</b>	PL-04, \$11.01 per hour PL-04/2, \$12.22 per hour	<u>January 01, 2008</u> <b>Opening date</b>
<b>LOCATION:</b>	McKinley County Metropolitan Dispatch Authority Gallup, NM	<u>December 31, 2008</u> <b>Closing date</b>

#### **AREA OF CONSIDERATION: Open to All Applicants**

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The **McKinley County Metropolitan Dispatch Authority (MCMDA)** is an Equal Opportunity Employer. Selection for this position will be made solely on the basis of merit, fitness and qualifications **without regard** to race, national origin, political affiliation, religious faith or absence thereof sex, age, or disability, or any other non-merit factors.

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Application package will be accepted on a daily basis. Those who meet the qualification standards will be referred on a weekly basis for further testing. A pool of applicants will be established and maintained from which immediate selection can be made.

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**You can contact this office by telephone at: 505-722-2002**

**HOW TO APPLY:** All applicants and accompanying documents must be received on the closing date or earlier. All application materials received will remain property of this office and will not be returned, nor will copies be made. Telefaxed applications will **not** be accepted. (Office hours are from 8:00am to 5:00pm each workday of the week.) Applicants must provide the following documents.

1. MCMDA Application for Employment form.
2. Supplemental Questionnaire (Knowledge, Skills, and Abilities form).
3. Self-Certification Form for Typing; if applicable.
4. Copies of college degree or transcripts; if you wish to substitute related education for experience. Otherwise, Education will not be credited.
5. Proof of Age.

**Applicants must possess (or become eligible for) a valid New Mexico Driver's License and must have a good driving record for insurance purposes.**

Application packages may be mailed or hand carried to the following address:

McKinley County Metropolitan Dispatch Authority (MCMDA)  
2215 East Boyd Ave.  
Gallup, New Mexico 87301

One application package is required for each announcement. **IF YOU DO NOT SUBMIT A COMPLETED APPLICATION PACKAGE, CONSIDERATION WILL NOT BE GIVEN.**

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**DUTIES:** Performs duties involving the receipt of and dispatching of all calls through a multi-channel radio console and telephone, and enhanced 911 systems. Receives calls for assistance, reports of incidents, traffic accidents or fires. Maintains knowledge of field personnel locations at all times; relays information and calls for back-up assistance. Operates Computer Aided Dispatch (CAD) systems; inputs calls for service and all radio messages received and transmitted. Answers calls for assistance received on E-911 equipment. Provides emergency medical assistance over the telephone, asking questions and giving instructions for emergency medical care of a sick or injured victim or other instructions for the welfare of crime victim as outlined in the E-911 standard operating procedures. In life or property threatening situations, must be capable of placing multiple calls to various law enforcement or emergency service organizations, and maintaining open contact with one or more of these agencies. Answers Crimestoppers telephone line. Operates a teletype terminal to enter or obtain information through the NCIC, NMCIC, NLETS, and network. This includes information on drivers licenses, vehicle registrations, arrest records, warrants, missing persons, stolen articles, etc. Types or utilizes a word processor to prepare a variety of forms, correspondence and reports concerning assigned operations. Reports problems with communications and other office equipment and need for replenishment of office supplies to supervisor. Maintains, on daily basis, the accuracy of Originating Case Agency (OCA) Log and accompanying outstanding warrants. Enters OCA information into a computer system and files all warrants in proper order according to standard operating procedures. Follows standard operating procedures if a match or "hit" has been established, based on NCIC/NMCIC printout. Performs other duties as assigned.

#### **QUALIFICATION REQUIREMENTS:**

##### **PL-03**

1. Education/ Training/Experience:
  - a. High School Diploma or GED Certificate – PLUS
  - b. Six months of post-high school education, training, and/or responsible law enforcement experience which provided the candidate the ability to perform the duties of the position.
  - c. Must have attained 18<sup>th</sup> birthday on or prior to employment.
2. Knowledge/Skills/Abilities:  
(NOTE: Incumbent is in a training/learning capacity and is in the process of acquiring knowledge, skill and abilities required.)

##### **PL-04**

1. Education/Training/Experience:
  - a. High School diploma or GED equivalent, PLUS
  - b. Two years of post high school education, training, general clerical/administrative, or related experience that provided the knowledge, skills, and abilities in working with the general public; of which one year must have been spent as a Public Safety Telecommunicator.
  - c. Must be 18 years or older on or prior to employment.

2. Certificates/Licenses:
  - a. Must be certified by the State of New Mexico in the use of radio communications and teletype network systems (i.e., NCIC, NMCIC, NLETS, NMLETS, etc.) within one year of hire.
  - b. Must be certified by the State of New Mexico in emergency medical dispatch technique within one year of hire.
  - c. Must be certified in CPR within one year of hire.
  
3. Knowledge/ Skills/Abilities:
  - a. Through knowledge of law enforcement, fire, and EMS methods and procedures: familiarity with applicable Federal, State, local and tribal laws, statutes and ordinances pertinent to the work of the position.
  - b. Knowledge of and skill in the operation of multi-channel radio console and other communications equipment.
  - c. Skill in the operation of telephone system, E-911 telecommunications device for the deaf (TDD).
  - d. Knowledge of and skill in use of a computer aided dispatch (CAD).
  - e. Knowledge of Enhanced 911 Public Answering Point Procedures, including knowledge of Master Street Address Guides and Rural and City Addressing systems.
  - f. Knowledge of and skill in the use of national and state teletype networks for the distribution of information, i.e., NCIC, NMCIC, NLETS, NMLETS.
  - g. Knowledge of codes and ability to recall codes used by law enforcement officers to receive and relay information, i.e., 10-codes, 200 codes.
  - h. Knowledge of and skill in the use of emergency medical dispatch techniques.
  - i. Knowledge of and skill in the use of CPR.
  - j. Knowledge of and skill in the use of OCA Log, accompanying warrants, and standard operating procedures regarding the OCA Log.
  - k. General office skills such as typing, filing, record keeping, and working with the general public.
  - l. Skill in operation of typewriter and computer keyboards, data processing equipment for data entry or word processing, copy machines, tape recorders, fax machines, etc.
  - m. Ability to operate and test pager systems for volunteer fire departments.
  - n. Ability to remain calm, maintain concentration, to take charge in emergency situations.
  - o. Ability to open and maintain contact with one or more agencies simultaneously during life or property threatening situations.
  - p. Ability to communicate clearly and accurately in English, both orally and in writing.
  - q. Ability to converse and deal with a variety of people including co-workers, the general public, and officials from Federal, State, local, Tribal, and business organizations.

**OTHER:**

Must pass a conditional post offer of employment physical examination.  
Must pass a conditional post offer of employment drug analysis test.  
Subject to a background check from National Criminal Information Center.  
Must not have any felony convictions or convictions involving immoral or unethical characteristics.

**Please note:**

Applicants selected at the PL-04 level will be required to serve in the lower pay level one year prior to effecting any promotions to the PL-04/2.

Applicants will also serve a one-year probationary period.

Applicants who meet basic qualifications will be further tested and notified of scheduled date and time.