

Henry P. Roybal
Commissioner, District 1

Anna Hansen
Commissioner, District 2

Rudy N. Garcia
Commissioner, District 3



SANTA FE COUNTY

Anna T. Hamilton
Commissioner, District 4

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Commissioner, District 5

Katherine Miller
County Manager

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Job Title: Communications Team Leader

Department/Division:	RECC	Range:	22
Salary:	\$16.1240/hr. - \$24.1860/hr.		
Position Status:	Full-Time/ Classified		
FLSA Status:	Covered		
Closing Date:	October 25, 2020		
Job #:	10-2020-009		

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 provide first line supervision to the employees who perform a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; training employees in proper telephone call procedures and related communication equipment; keeping official records; and, assisting in the administration of the policies and procedures and standard operating guidelines of the Santa Fe Regional Emergency Communications Center (RECC).

Essential Job Functions:

- Works under the supervision of the Communications Manager and the Director of RECC and manages the day to day operations.
- Supervises all levels of Emergency Communications Specialists in RECC.
- Participates in the selection and hiring of RECC personnel; provides or coordinates Emergency Communications Specialist training; works with employees to correct deficiencies; recommends and implements discipline procedures, conducts performance evaluations.
- Supervises and monitors telephones and radio in the emergency dispatch center, supervises and answers incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay information.

- Supervises and 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.
- Supervises and 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.
- Prepares work schedules for RECC Emergency Communications Specialists to ensure adequate staffing of the emergency dispatch center.
- Trains RECC Emergency Communications Specialists in the proper telephone call procedures and related computer equipment.
- Supervises and makes entries and inquires on NCIC computer system; makes sure that all Emergency Communications Specialists are certified in the operation of NCIC and NMLETS systems.
- Inputs data to standard office and department forms – both manual and automated.
- Maintains dispatch documents and records; updates operations manuals.
- Does performance evaluations on Emergency Communications Specialists.
- Assists the Communications Manager and Director of RECC in various projects as requested.
- Attends seminars, workshops, and periodic training classes in communications.

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.
- Must have skills in leadership and management of an emergency communications center.

Minimum Qualifications:

- High school diploma or GED equivalent with specialized course work in general office practices such as typing, filing, and minimum of four (4) years of experience as an Emergency Communications Specialist with RECC or any other Public Safety Communications facility. Previous supervisory experience in a Public Safety Communications facility is preferred.
- Must hold New Mexico DPS Basic Dispatch Certificate. Within six months of becoming a supervisor, must attend a basic supervisor's training. Must also have current: CPR; NCIC; EMD, and ICS certifications. Must complete a 90-day FTO training session with a current supervisor. Must also complete a 911 Supervisor's Course within one year of appointment.
- All employees in this job classification shall be required to sign a "Confidentiality and Non-Disclosure" Agreement.

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.](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.