



TULE RIVER INDIAN TRIBE OF CALIFORNIA

340 North Reservation Road, Porterville, CA 93257

JOB POSTING

Open

Opening Date: 09/18/2024

Closing Date: 10/02/2024

Position Title: Dispatcher Clerk

Department: Department of Public Safety

Work Schedule: Full-Time/ 24 Hour Operation/ Days/ Swings/ Mids

Wage Rate: Pay Range 40: \$20.96 – \$26.83/Hr./ Overtime Eligible

If you are interested in this position, please submit the following:

- Completed Application
- High School Diploma or GED
- Typing Certificate (30 WPM)
- Basic P.O.S.T (Preferred)
- If claiming Tribal Preference please provide proof of Tribal Identification
- If claiming Veteran's Preference please attach DD214

All requested information must be in the Tribal Administration Human Resources office by 5:00PM on the closing date. *Incomplete applications or failure to submit the requested information will result in the disqualification of your application.*

Submit To:

Human Resources

Tule River Indian Tribe of CA

340 N. Reservation Rd.

Porterville, CA 93257

E-mail: Teresa.Ceballos@tulerivertribe-nsn.gov

IN-HOUSE APPLICANTS MUST SUBMIT AN APPLICATION TO THE HUMAN RESOURCES DEPARTMENT FOR ANY JOB OPENING(S) THEY ARE INTERESTED IN.



TULE RIVER INDIAN TRIBE OF CALIFORNIA

340 North Reservation Road, Porterville, CA 93257

JOB DESCRIPTION

POSITION: Dispatcher Clerk

WORKSITE: Department of Public Safety
304 N. Reservation Rd.
Porterville, CA 93257

GENERAL POSITION DESCRIPTION

The Public Safety Dispatcher Clerk receives and dispatches emergency and routine calls for police, fire, ambulance and other emergency services by performing the following duties.

DUTIES AND RESPONSIBILITIES:

1. Receives and screens incoming calls for law enforcement, fire, medical, or other emergency services.
2. Questions callers to determine location and seriousness of emergency and response needed.
3. Enters information into computer-aided dispatch system.
4. Operates two-way radio and/or other communications equipment to dispatch police, fire, medical and other personnel and equipment and to relay instructions or information to remote units.
5. Provides pre-arrival instructions to caller.
6. Coordinates police, fire, ambulance, and other emergency requests, relaying instructions to closest and most suitable units available.
7. Relays information between hospital staff and emergency medical technicians at site or in ambulance.
8. Provides preliminary first aid instructions before paramedic truck or ambulance arrives.
9. Transmits and receives messages between divisions of one agency and other law enforcement agencies.
10. Monitors silent alarm systems, remote cameras, and other systems used to detect illegal entry and maintain security.
11. Contacts police officers to verify assignment locations, monitors dispatched units and, when necessary, serves as liaison with caller.
12. Enters, updates, and retrieves information from a variety of computer systems;
13. Answers or forwards nonemergency requests for assistance.
14. Tests communications and alarm equipment and backup systems to ensure serviceability.
15. Reviews Tribal Code- Ordinances, California Penal Code, Vehicle Code, Federal Communications procedural manual to learn and identify types and numbers of a variety of violations, to understand types and levels of reported crimes and emergency situations, and to know clearly all radio procedures and broadcast codes.

Approved : 09/29/2023

16. Performs clerical functions including typing, filing, maintaining logs and tally sheets.
17. Maintains and update records and current procedures, and attend meetings and training seminars. At higher levels, handle to more complex emergency situations; at higher levels, may act as trainer to lower level incumbents.
18. Learns standard operating procedures in sending and receiving radio transmissions.
19. Receives telephone calls from citizens or other law enforcement agencies or fire departments requesting/reporting emergencies, information and assistance.
20. Receives calls simultaneously, prioritize them, and maintain status of each. Contact appropriate agencies for information and assistance.
21. Broadcasts and receive emergency radio communications such as ambulance, medical aid, fire, and CHP calls.
22. Dispatches and maintain status on Tribal Police, Sheriff's and Fire units, utilizing computer assisted dispatch.
23. All other duties as assigned.

QUALIFICATIONS:

1. High school diploma or GED.
2. Two (2) years of high volume public contact experience or an equivalent combination of education and experience.
3. Must possess a Valid California Driver's License and be insurable through the Tribe.
4. Must successfully pass a State and Federal Department of Justice Standard Comprehensive Background Investigation.
5. Possess First Aid and CPR certificate OR must obtain certifications within (6) months of employment.
6. Possess a valid certificate of completion of a Basic POST approved Public Safety Dispatcher Academy, preferred OR be able to attend, pass and obtain a valid POST Public Safety Dispatcher certificate within the first year of employment.
7. Must successfully complete a pre-employment drug and alcohol screen.
8. Experience in Tribal Government environment (preferred not required).
9. Must be professional, polite and respectful towards all guests.
10. Must be able to work all shifts and handle extended hours when necessary.
11. Excellent interpersonal skills with demonstrated patience, tact and respect.
12. Must have the ability to type 30 WPM and provide proof of typing certificate (valid within 6 months) from an accredited college/trade school.
13. If previously employed within the Tule River Indian Tribe of California entities, you must have acceptable work history.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of Microsoft Word, Excel, PowerPoint, and Publisher.
2. Ability to multitask and prioritize.
3. Ability to retain and recall factual information.
4. Ability to write and speak clearly and concisely using correct grammar to record and report information.
5. Ability to remain composed under stress and establish effective working relationships.
6. Ability to communicate with persons of various social, economic, and cultural backgrounds.
7. Ability to work from oral and written instructions.

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8. Ability to read and write common vocabulary.
9. Ability to read understands record and applies technical materials.
10. Ability to influence others in a positive manner.
11. Ability to handle and maintain confidential information.
12. Ability to identify problems, determine variable solutions and adopt effective courses of action.
13. Ability to apply common sense.
14. Ability to work weekends and holidays.
15. Excellent verbal and listening skills.
17. Must handle tasks, establish priorities for each and maintain the status of each.
18. Must remember past and present events and relate them accurately.
19. Will have to remain seated for long periods of time and operate dispatching equipment while handling multiple and/or lengthy emergency situations.
20. Must file accurately.
21. Read and comprehend legal terms and terminology.
22. Compile appropriate information pertaining to stolen articles, firearms, vehicles and wanted persons.

PHYSICAL REQUIREMENTS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally the position requires near and far vision in proofreading correspondence and work related documents. Acute hearing is required. Typically office work setting conditions. Frequently must be able to lift up to 10 pounds, normally must be able to lift up to 30 pounds, and occasionally must be able to lift up to or over 50 pounds. This job also may require the use of a vehicle, and an employee must be able to have those repetitive motions and coordination associated with operating a motor vehicle.

Reports to:	Police Sergeant
Supervises:	None
Salary:	Pay Range 40 \$20.96 - \$26.83 HR Paid Bi-Weekly/ Overtime Eligible
Working Hours:	40+ Hours/Per Week 24/Hour Operation-Flexible Days/Swings/Mids and Weekends
Benefits:	Medical, Dental, Vision, Flexible Spending Plan, PTO & 401K.

PREFERENCE IN FILLING VACANCIES IS GIVEN TO QUALIFIED INDIAN CANDIDATES, IN ACCORDANCE WITH THE INDIAN PREFERENCE ACT