



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### DISPATCHER

Class Title	Class Code	Pay Band	Alt Pay Band*
Dispatcher I	R50331	40	
Dispatcher II	R50332	50	

*\*In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

### Occupation Description

Provides emergency and non-emergency communication services through the use of a complex multi-channel communications system.

### Nature of Work

Dispatchers provide assistance and information to the general public and client agencies. They establish priorities for emergency dispatching and provide uninterrupted radio communication to field operation staff and/or law enforcement officers.

### Distinguishing Characteristics of Levels

*Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.*

### Level I

In this level incumbents perform basic dispatcher functions, operate a complex multi-channel communication system and multi-telecommunications system, and provide support services.

- Receives emergency and non-emergency calls for assistance and information and forwards the requests to the appropriate agency dispatcher.
- Utilizes a Computer Aided Dispatch system to record all incoming and outgoing radio transmissions and telephone calls.
- Enters activity information on a variety of internal logging systems including desk logs, wrecker logs, and arrest logs.
- Under close supervision, dispatches emergency calls for assistance to department law enforcement officers.
- Reports and relays incidents such as accidents, fires and other emergency situations to law enforcement agencies, safety personnel and other appropriate parties.
- Performs data entry and filing.

### Recommended Education and Experience for Full Performance

High school diploma or GED and one and half (1.5) years of dispatch experience.

### Minimum Qualifications

High School diploma or GED.

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### Level II

In this full performance level incumbents operate a complex multi-channel communications system and multi-telecommunications system.

- Ensures all emergency and non-emergency calls for assistance, information or requests are relayed to the proper agency or personnel in a timely manner.
- Determines the level of involvement and need for resources prior to dispatching.
- Maintains record of all incoming and outgoing radio transmissions and telephone calls.
- Follows Federal Communications Compliance (FCC) and agency guidelines for dispatching.
- Accesses and operates a terminal connected to the National Crime Information Center (NCIC), New Mexico Crime Information Center (NMCIC), National Law Enforcement Telecommunications System (NLETS) and New Mexico Law Enforcement Telecommunications System (NMLETS), utilize the systems to enter and removed wanted persons or articles, and complies with policies and procedures for confidentiality and security upon request from Criminal Justice personnel.
- Disseminates and maintains weather, hazardous material, road closure and road condition, desk, wrecker, arrest logs and any other logs deemed necessary.
- Provides law enforcement officers and agencies with specific information, mostly on an emergency basis, regarding wanted subjects, missing persons, stolen vehicles, stolen articles, vehicle registration, criminal histories and road conditions by the use of nationwide and statewide computer systems.
- Monitors radio consoles during client contacts, vehicle stops, and aircrafts while in flight to ensure safety of field personal through established protocols.
- Reviews all previous shift data entry logs and other emergency files to ensure accuracy and completion and briefs other oncoming dispatchers or other responsible agencies about equipment problems and on-going situations during shift.
- Participates in the development of policies and procedures pertaining to current and future emergency protocols.
- Prepares reports and maintains files and manuals necessary for efficient operation of the communications center.
- Maintains inventory of assets.
- May recommend acquisition and upgrades of existing equipment and report equipment failures to ensure repairs are conducted immediately.
- May plan, prioritize, assign, monitor and evaluate work of other dispatchers.
- May coordinate schedules to ensure adequate coverage for the communications center.
- Provides appropriate parties with documents and audio recordings for specified cases.
- Ensures compliance of New Mexico Law Enforcement Academy (NMLEA) dispatch training.

### Recommended Education and Experience for Full Performance

Associates degree and one (1) year police and/or emergency dispatch experience.

### Minimum Qualifications

High School diploma or GED and one (1) year police and/or emergency dispatch experience.

### Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O\*NET. O\*NET<sup>TM</sup> is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

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### Knowledge

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Transportation** — Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

**Computers and Electronics** — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

### Skills

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Speaking** — Talking to others to convey information effectively.

**Coordination** — Adjusting actions in relation to others' actions.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Time Management** — Managing one's own time and the time of others.

**Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Service Orientation** — Actively looking for ways to help people.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Negotiation** — Bringing others together and trying to reconcile differences.

**Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

### Statutory Requirements

Upon selection by the Public Safety or Department of Information Technology, a background clearance will be required.

- Upon application or admission to the New Mexico Law Enforcement Academy, applicants will be required to successfully complete the New Mexico Law Enforcement Academy Basic

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Radio Dispatch Training Program within one year of employment, and incumbents of the Department of Public Safety must maintain certification currency.

- Upon application or admission to the New Mexico Law Enforcement Academy, applicants will be required to pass a hearing test.
- Upon selection by the Information Technology or Transportation Departments, applicants will be required to obtain Cardio Pulmonary Resuscitation (CPR) certification.
- Must be a citizen or legal resident of the United States.
- Must not have been convicted of a felony or other crime involving moral turpitude.

**Conditions of Employment:** Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Must work in a confined area and is usually in a sitting position. Is subject to shift work as services must be provided 24 hours a day. every day of the year which includes weekends and holidays.

**Default FLSA status:** Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

**Bargaining Unit:** This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

**Established:** 06/02/2006

**Revised:** 09/20/2011

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*