



JOB ANNOUNCEMENT

General Public Vacancy

OPEN DATE: September 22, 2023

CLOSE DATE: Until Filled

JOB TITLE: Communication Specialist (3 Positions)

PAY RATE: \$15.00/hour

DEPARTMENT: Police Department

SUMMARY

Performs under the direct supervision of the Communications Division Manager. This position has no supervisory duties except when in the performance of assigned duties as a Communication Training Officer. Prioritizes calls in order to provide timely and appropriate response by the Las Vegas Police officers and/or other public safety personnel. Gives information to callers, prepares correspondence, and minor administrative and business details, requires the ability to be multi tasked oriented.

Due to federal, state and departmental laws and/or regulations, must be able to maintain confidentiality and security regarding all legal and operational matters learned, seen or heard as a result of employment.

DUTIES AND RESPONSIBILITIES

- Communicates with Department employees, other law enforcement and criminal justice agencies, emergency service providers and the general public to obtain and disseminate information using a multi-line telephone system and police radio.
- Dispatches to law enforcement personnel in the field (e.g. patrol officers, investigators, agents, fire, EMS, ALO, CSA, code enforcement, etc) information (e.g. All Points Bulletin, Attempt to Locate etc) on calls for service (e.g. 9-1-1, collisions, motorist assistance, etc) to respond to requests for information in order to meet the needs of user groups using a police radio, telephone, computer etc.
- Prepares periodic reports, ensures security of confidential/sensitive records and reports, performs a full range of work to ensure the efficient and effective operation of the communications unit.
- Organize and prioritize large volumes of information and call.
- Answer phone for the Police Department. Takes message or field/answer all routine and non-routine questions.
- Handle confidential and non-routine information.
- Work independently and within a team on special nonrecurring and/or ongoing projects.
- Proficiently operate and maintain all equipment necessary in the performance of duty.
- Shall follow all City of Las Vegas and Departmental Rules, Regulations, Policies, Procedures, etc., and shall ensure compliance by subordinates (when applicable i.e. Communication Training Officer Program, etc.).
- Perform other work related duties as required and assigned.

MINIMUM JOB QUALIFICATIONS

- High School Diploma or G.E.D.
- Must possess and maintain a valid New Mexico Class D operator's license and be insurable by the City's insurance carrier.

EMPLOYMENT REQUIREMENTS

- Must possess Dispatch Certification or successfully complete Public Safety Telecommunicator Training in a state-certified academy within the first 12 months of employment.

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KNOWLEDGE, SKILLS AND ABILITIES

- Must have high level of interpersonal skills to handle sensitive and confidential situations. Position continually requires demonstrated poise, tact, and diplomacy.
- Must be able to work in a fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with a variety of concrete variable in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Must have knowledge of a variety of computer software applications in word processing, spreadsheets, database, Tyler Software and presentation software.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Work is performed indoors.
- Subject to shift work, extended shifts, call-back status, and on-call status.
- There is no exposure or very limited exposure to physical risk.
- The noise level in the work environment is usually moderate to high occasionally.
- Mobility factors: Walk 5%, climb stairs 2%
- Primary work position: Stand 5%, sit 95%
- Incumbents assigned to the position will perform work in an office setting.
- Will be exposed to repetitive wrist movement and prolonged periods of sitting.
- Will be required to operate a City vehicle on occasion.
- While performing the duties of this job the employee is regularly required to: stand, walk, sit, use hands and fingers, reach with hands and arms; and talk or hear.
- The employee must regularly lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

APPLICATION PROCEDURE – Interested applicants must submit a City of Las Vegas Employment Application,

The employment application is available at:

<https://www.lasvegasnm.gov/general-7-1>

Application Materials can be sent to: Human Resources Department
1700 N Grand Avenue
Las Vegas, NM 87701

OR send via email to: mgarcia@lasvegasnm.gov

Reviewed and approved for publishing by:



Leo Maestas, City Manager



Human Resource Director

Communication Specialist