Human Resources
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Emergency Communications Operator

JOB CODE	JOB FAMILY	PROFILE
JCV312	**Public Safety**	**Emergency Communications Operator**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$18.60 - $26.50**	**November 8, 2026**

The Emergency Communications Operator (ECO) (U) answers emergency (9-1-1) and non-emergency calls; dispatches fire, rescue, support service units and provides emergency medical and fire pre-arrival instructions. Provides and updates responding emergency personnel with current information. Position requires working various days, shifts, holidays, and overtime. Work is highly sensitive and requires precise information be communicated in an accurate and concise manner in accordance with public safety emergency communications standards, procedures, laws, and ordinances.

Job Description

DUTIES AND RESPONSIBILITIES

- Receives and responds to recorded emergencies (9-1-1) and non-emergency incoming calls in a concise, timely, and accurate manner in accordance with applicable protocols and standards.
- Dispatches units in response to emergency and non-emergency calls for service to fire and Emergency Medical Services (EMS) in a concise, timely, and accurate manner in accordance with applicable protocols and standards.
- Enters and maintains accurate records of the location and status of all applicable field units in accordance with applicable standards and protocols.
- Responds to and assists callers with pre-arrival instructions as prescribed in Emergency Medical Services (EMS) and Emergency Fire Dispatch (EFD) procedures and departmental protocols.

- Accesses information systems such as National Crime Information Center (NCIC), National Law Enforcement Telecommunications System (NLETS), New Mexico Law Enforcement Telecommunications System (NMLETS), Warrants Information Tracking System (WITS), Computer Aided Dispatching (CAD), and New Mexico Department of Motor Vehicle (NMDMV) files in accordance with procedures and protocols.
- Provides units with database information in a timely, accurate, and concise manner.
- Provides general information as requested by the public in a timely, accurate, and concise manner.
- When assigned, work with other team members in an effective collaborative manner.
- Performs other job-related duties as required or assigned.
- *The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.

MINIMUM QUALIFICATIONS

- High School Diploma or GED.
- Two (2) years of related experience involving data entry, call center, computer applications, and/or telephone communications.

*Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.
- Must not have a felony conviction.
- Must not have a DWI conviction within the past three (3) years.
- Perform the duties and responsibilities of the Emergency Communications Operator position in accordance with safety policies, procedures, and guidelines.
- WITHIN ONE (1) YEAR FROM DATE OF HIRE, employee must successfully complete the following in good standing: 1) Department’s ECO Training Program; and 2) NM Department of Public Safety Telecommunicator Academy in Santa Fe.

- WITHIN ONE (1) YEAR FROM DATE OF HIRE, employee must obtain the following certifications and maintain certifications thereafter: 1) New Mexico State Public Safety Telecommunicator; 2) New Mexico State Emergency Medical Dispatch, (EMD); 3) American Heart Association, (AHA) Cardiopulmonary Resuscitation, (CPR); 4) NM State NCIC Full Access Terminal Operator Level; and 5) Federal Emergency Management Association, (FEMA) – IS-100, IS-200, and IS-700 courses.
- Comply with attendance policy and procedures, which include but are not limited to report to work on time and maintain regularly scheduled attendance.
- Work shift work, overtime, holidays, and weekends when scheduled outside of regular schedule.
- Must enter into mandatory ECO I upgrade training and complete training if vacancy available after one (1) year qualified date as an ECO.

WORKING CONDITIONS

- Work hazards or potential work hazards involve high pace and stress in performing job duties.
- Shifts, weekends, holidays, and overtime work will be required.
- Duties are performed in a temperature-controlled environment.
- Worker is exposed to intermittent noise factors.
- Duties are performed on an even surface, which may be carpeted or tiled.
- Works with and without supervision.
- All essential duties are performed indoors.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment used in performing duties includes computers, multi-line telephone, multi-channel two-way radio, enhanced emergency 9-1-1 equipment, recording equipment, facsimile machine, and photocopy machine.
- Materials and products include logs, various forms and paperwork, writing instruments and manuals regarding the use of equipment and emergency procedures including the use of software specific to emergency communications.

Additional Description

This job profile is classified as safety-sensitive. Employees with safety-sensitive job profiles are subject to pre-employment, reasonable suspicion, post-accident, return-to-duty, and random drug & alcohol testing in accordance with the organization’s Drug and Alcohol Testing Policy.

Duties that require a Commercial Driver’s License (CDL), firearm(s) use, or are otherwise regulated under the Federal Aviation Administration (FAA), Federal Motor Carrier Safety Administration (FMCSA), or the Omnibus Transportation Employee Testing Act, are subject to all applicable federal drug and alcohol testing requirements. Employees in these federally regulated positions must comply with all DOT testing procedures, including enrollment in a DOT-compliant random testing pool.