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Emergency Communications Operator I

JOB CODE	JOB FAMILY	PROFILE
JCV411	**Public Safety**	**Emergency Communications Operator I**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$21.15 - $30.13**	**November 8, 2026**

The Emergency Communications Operator I, under direct supervision, answers emergency (9-1-1) and non-emergency calls, dispatches law enforcement, fire, rescue, support service units, and provide emergency medical and fire pre-arrival instructions. Provides and updates responding emergency personnel with current information. Worker will be required to work various days, shifts, holidays, and overtime. Work is highly sensitive requiring precise information to 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 for law enforcement, 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 statuses of all 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, works with other team members in an effective collaborative manner.
- *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.
- One (1) year related experience including data entry, computer applications and/or telephone communications. OR six (6) months of experience in emergency communications/radio dispatching.
- Ability to type at 40 wpm.
- Ability to learn Federal Communications Commission regulations pertaining to proper radio procedure and discipline.
- Ability to perform duties under stress.
- Must be able to communicate precisely and clearly in oral and written English.
- Ability to interact effectively and professionally with the public, supervisors, responders and co-workers.
- Ability to learn and use radio/CAD codes and operate communications center equipment.
- Ability to learn the County's general geographic area.
- Ability to interact effectively and understand communications on Telephone Device for the Deaf (TDD) phone.

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

SUPPLEMENTAL INFORMATION

PREFERENCES

- Prior emergency communications operator experience preferred.

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.

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.

NOTE

- You are not required to disclose information about physical or mental limitations that you believe will not interfere with your ability to do the job. On the other hand, if you want the employer to consider special arrangements to accommodate physical or mental impairment, you may identify that impairment in the space provided and suggest the kind of accommodation that you believe would be appropriate.

MENTAL FUNCTIONS

- Must be able to use sound judgment and reasoning ability as well as personal experience to respond appropriately to emergency situations.
- Must be mentally alert in order to change tasks or activities on a frequent basis.
- Must maintain mental alertness in order to adequately handle high pace and stress of job.
- Must use professional customer service, discretion and judgment, diplomacy, tact and courtesy in responding to callers in emergency situations.
- Must be able to ask questions and listen to and follow verbal directions in English.
- Must be able to read and understand written and verbal directions in English.
- Must be able to communicate clearly with all co-workers and with the general public.
- Must possess the general ability to learn Computer Aided Dispatch (CAD), radio codes and the operation of equipment used in the operations center.

PHYSICAL FUNCTIONS

- Must be able to sit for up to four (4) hours at one time, up to sixteen (16) hours total per day.
- Must be able to stand/walk for short distances, up to a total of two (2) hours per day.
- Must be able to crouch, kneel, and bend at the waist; twist/rotate at the waist on a minimum basis as needed.
- Must be able to reach arms away from the body or overhead to access dispatching equipment or manuals necessary to perform essential duties.
- Must be able to work with arms bent for up to four (4) hours at one time and up to sixteen (16) hours per day.
- Must be able to lift and carry for short distances paperwork or manuals weighing an estimated fifteen (15) pounds or less.
- Must be able to push/pull with arms with an estimated force of up to two (2) pounds an estimated total of fifteen (15) times per day.
- Must be able to push with legs and feet with an estimated force of 10-15 pounds in order to propel chair from one end of dispatching room to other workstations.

- Must be able to use hands and fingers to grasp/manipulate equipment necessary to perform essential duties such as writing utensils, telephone, paperwork, manuals, and keyboards.
- Must be able to use fine finger dexterity and implement eye-hand coordination to monitor and operate multiple keyboards and monitors in dispatch room.
- Must have strong hearing and sight abilities in order to perform all essential duties.
- Must be able to type 40 words per minute.

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.