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Emergency Communications Operator II

JOB CODE	JOB FAMILY	PROFILE
JCV513	**Public Safety**	**Emergency Communications Operator II**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$22.81 - $36.01**	**November 8, 2026**

The Emergency Communications Operator II, under general direction, will receive emergency (9-1-1) and non-emergency calls, dispatches law enforcement, fire, rescue, support service units, and provides 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 environment is highly sensitive and intense. Responsible for prompt professional reactions and responses to incoming calls and relaying precise information to public safety personnel using public safety codes to be communicated in an accurate and concise manner in accordance with public safety emergency communications standards, procedures, laws and ordinances. Provides training and technical guidance to lower level Emergency Communications Operator I staff in accordance with public safety standards, procedures, laws and ordinances. Performs as Trainer and Acting Supervisor as warranted.

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.
- Provides technical guidance and on-going training to lower level Emergency Communications Operators which includes but is not limited to: proactively establish and maintain effective working relationship within ECO team; communicate, train, and lead by example best practices of receiving and responding to recorded emergency (9-1-1) and non-emergency incoming calls in a concise, timely, and accurate manner in accordance with applicable protocols and standards; guides and troubleshoots emergency responsiveness issues on an on-going basis; provide technical input on training materials and assists in all training initiatives for department.
- Performs as Acting Supervisor when needed.
- *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.
- Four (4) years emergency communications operator/dispatch experience to include training of ECOs in Law, EMD and EFD protocols; OR any related education from an accredited college or university totaling 4 years. Related education may substitute for the required experience and may be interchangeable on a year for year basis.
- Satisfactory completion of a twenty-four (24) hour Communications Training Officer Course or equivalent as approved by the Emergency Communications Director, Emergency Communications Training Coordinator and Human Resources Department.
- Satisfactory completion of a forty (40) hour Public Safety Telecommunicator I Course or equivalent as approved by the Emergency Communications Director, Emergency Communications Training Coordinator and Human Resources Department.
- Current New Mexico State Public Safety Telecommunicator certification.
- Current New Mexico State National Crime Information Center (NCIC) certification at the full Access Terminal Operator level.
- Current New Mexico State Emergency Medical Dispatch (EMD) certification.
- Current National Emergency Fire Dispatch (EFD) certification.
- Current American Heart Association (AHA) Cardiopulmonary Resuscitation (CPR) certification.
- Successful completion of FEMA, IS-100, IS-200, IS-700 and IS-800 courses.

- Must successfully pass an oral board evaluation.
- Within one (1) year of hire and/or designation as ECO II; MUST successfully complete the twenty-four (24) hours APCO Supervisor course or equivalent as approved by the Emergency Communications Director, Emergency Communications Training Coordinator and Human Resources Department.

SUPPLEMENTAL INFORMATION

KNOWLEDGE, SKILLS AND ABILITIES (KSA'S)

- Knowledge of Department, County, and Federal Communication Commission Rules and Regulations.
- Must be able to communicate precisely and clearly in oral and written English.
- Ability to supervise ECOs and train employees.
- Ability to maintain composure and professionalism under stressful conditions and in the face of provocation.
- Ability to interact effectively and professionally with the public, supervisors, responders and co-workers.
- Ability to communicate using Telephone Device for the Deaf (TDD) equipment and software.

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.
- Personality/Behavioral Test if not previously taken by approved Bernalillo County vendor/provider.
- Must possess and maintain all certifications as defined in the minimum qualifications for ECO II.
- Within one (1) year of hire and/or designation as ECO II; MUST successfully complete the twenty-four (24) hours APCO Supervisor course or equivalent as approved by the Emergency Communications Director, Emergency Communications Training Coordinator and Human Resources Department.
- Employee must comply with the safety guidelines of the County.
- Must be able to work shift work, overtime, and maintain regular attendance.

WORKING CONDITIONS

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

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment used in performing duties includes computers, multi-lined telephone, multi-channel two-way radio, enhanced emergency 911 equipment, recording equipment, facsimile machine, and photocopy machine
- Materials and products include logs, various forms and paperwork [payroll], 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 knowledgeable of standard policies and procedures in responding to emergency situations.
- 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 fast pace and stress of job.
- Must use professional customer service, discretion and judgment, diplomacy, tact and courtesy in responding to callers and co-workers in emergency situations.
- Must have knowledge of Bernalillo county and surrounding areas in order to assess and dispatch appropriate personnel in case of an emergency.
- Must be able to organize and prioritize numerous tasks for self and others.
- Must be able to analyze procedures and make recommendations.

- Must be able to communicate clearly with all co-workers and with the general public.
- Must have knowledge of CAD, and radio codes and the general operation of equipment used in the operations center.

PHYSICAL FUNCTIONS

- Occasional = up to 33%, Frequent = up to 66%, Constant = up to 100%
- 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, 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 five 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, telephones, paperwork, and manuals, and keyboards.
- Must be able to use fine finger dexterity and implement eye-hand coordinate to operate switchboard and instrument keyboards in Communications Center.
- 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.