

CHEYENNE RIVER SIOUX TRIBE
911 EMERGENCY LAW ENFORCEMENT DISPATCHER
LAW ENFORCEMENT

DESCRIPTION OF WORK

General Statement of Duties: Performs coordinating functions, using computerized communications equipment, between on-duty police, other law enforcement agencies, and the public. Be able to use computerized equipment to keep accurate logs and files and time lines at all times

Supervision Received: Works under immediate Supervisor Lead Dispatcher and under the general supervision of the Chief of Police.

EXAMPLE OF DUTIES (Duties may include but are not limited to the following):

Receives and transmits telephone and radio messages to and from units operating in the field.

Answers all incoming calls to the dispatch and 911 emergency center promptly and politely. Determines urgency and nature of complaint and refers class of a more difficult or questionable nature to the shift supervisor.

Maintains radio logs for reference and in compliance of FCC regulations and maintains accurate phone logs for officers' reference.

Fills out reports with necessary and accurate information, dispatches patrol units, emergency vehicles and equipment.

Maintains current instructions for emergency procedures, and notification rosters emergency personnel and agencies to be called in event of an emergency.

Maintains an accurate warrant list.

Maintains and keeps track of adequate supplies and equipment to provide for effective and efficient performance of assigned duties.

Maintains accurate records, files and reports, performing a variety of clerical duties including typing and filing.

Maintains an orderly and clean appearance of the control room.

MINIMUM QUALIFICATIONS

Required, Knowledge, Skills and Abilities: Working knowledge of the methods and procedures of the Tribal Police communications and communications equipment. Knowledge of officer and 911 Dispatch policies and procedures. Some knowledge of the Tribal Laws and Police regulations. State and Federal laws as related to Tribal Law Enforcement and Telecommunications. Some knowledge of the housing areas geography of the reservation and B.I.A., State, Federal and County highway system Ability to think clearly, act quickly, and make immediate decisions calmly, in any given emergency situations. Ability to understand complex written and oral instructions and dispatch the orders to Police Officers if necessary in a clear calm steady voice. Able to establish and maintain an

effective working relationships with Police Officers, other agencies and the public. Ability to learn and work with National Crime Information Center (NCIC). Ability to operate intercom system. Will be required to stay in the dispatch center throughout an eight-hour shift aside from periodic breaks

Education: High school diploma or GED equivalent.

Experience: One (1) year of experience in a related position involving contact with the public.

Special Requirements: Must be 18 years of age to apply. Must maintain professional conduct while in communication with police officers and the public at all times.

Must be able to work alternating shift hours, holidays and other occasions, through all adverse weather situations. May be subject to emergency coverage and shift changes.

Must maintain a professional appearance and be well groomed at all times and wear assigned work attire.

Must be able to pass a drug test. This position is subject to mandatory drug and alcohol testing in accordance with the Cheyenne River Sioux Tribe's Drug and Alcohol Free Workplace policy. Must be able to pass Tribal, State, and Federal Criminal background check in accordance with P.L. 101-647, PL 101-630 and Resolution No. 86-2013-CR. Must not have been convicted or plead guilty or nolo contendere, of a felony, convicted of any domestic violence, or any crimes against children or Elderly Abuse.

Must maintain confidentiality at all times.

Must be able to adhere to and follow the appropriate Chain of Command and all Policies and Procedures.

Must be able to become certified within one (1) year of employment. Must be able to become certified at the BIA Indian Police Academy or 911 South Dakota Law Enforcement Academy within a one (1) year of employment. After on-the-job training period must be able to interact and communicate well with the public. Employee is responsible and must maintain and pass all required certifications necessary for the job (NCIC, Power Phone, EMD, 911 etc and complete any and all assigned trainings)

Revised Date: 4.15.2021