



The Three Affiliated Tribes **Job Description**

Telecommunications Operator

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

REPORTS TO: Lead Criminal Investigator DEPARTMENT: TAT Law Enforcement SALARY: \$22.66-\$28.84 CLASSIFICATION: Non-Exempt	FLSA STATUS: <i>FT-Regular</i> LOCATION: New Town, ND OPENING DATE: CLOSING DATE: Until Filled
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POSITION SUMMARY: The Telecommunications Officer position is responsible for dispatching Law Enforcement Personnel to calls for service within the exterior boundaries of the Fort Berthold Indian Reservation. **Must be able to work flexible schedule and work long hours.**

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs all functions associated with radio net control necessary to transmit and receive law enforcement communication traffic. Operators the state, tribal and federal radio network control at the dispatch center. Answers and disseminate information received through regular phone systems and two-way radio. Interviews with callers ascertaining the nature of the call and providing information if available. Takes complaints and refers to appropriate authorities. Records all radio and telephone communication transactions on appropriate control log.
- Serves as a central receiving and dispatching officer for Law Enforcement Services and an official Citizen's information and complaint center. Takes appropriate action with high priority of the call. Relays messages, complaints or other emergency type information received to appropriate personnel. Using several types of computer software prepares reports of activities and incidents encountered in accordance with required forms, procedures and techniques.
- Maintains logs and files of complaints, police actions and reports. Receives and checks recurring reports to assure that all are properly completed and that the necessary copies and signatures are present. Maintains agency files utilizing the Computer Aided Dispatch System.
- Initiate interviews with complaints and obtain information from investigative referral to the proper personnel or department. Receives other calls to the office and gives or obtains information on such topics as juvenile problems, ascertains the nature of telephone calls and personal inquires of a routine nature, and other relevant information. Determines which in our own judgement must be brought to the attention of the supervisor or can be handled by self or other personnel.
- Operates the Computer Aided Dispatch system which is computerized network consisting of all Law Enforcement Statistical Data.
- Operates NCIC (National Crime Information Center) computer system, which includes accessing computer criminal records, wanted individuals, driver license checks and motor vehicle information and disseminates any incoming messages to proper personnel.
- Services as the Terminal Agency Coordinator (TAC), responsible for filing Teletype documents in



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appropriate files.

- File records in alphabetical and/or numerical order.
- Maintains clean and organized files and workspace.
- Manages databases and records.
- Secures files and limits access to authorized personnel only.
- Maintains confidentiality
- Maintains photocopies and distributes files when requested by authorized personnel, agencies, and public clients.
- Accesses digital files when needed.
- Uses scanners to convert paper documents to digital documents.
- Ensures no documents are destroyed, lost, stolen or misfiled.
- Adds new documents to files.
- Provides general office duties such as typing and operating machines.
- Enter document identification codes into systems in order to determine locations of documents to be retrieved.
- Responsible for ensuring continuity and uniformity of procedures.
- Performs work involving the collection, compilation, and/or tracking of data and statistical information in support of the Law Enforcement Services operation.
- Maintains automated system of program specific data to track items such as progress reports, funding accomplishments, compliance strategies, etc.
- **And other duties as assigned.**

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned to any individual employee are at the discretion of the appointing authority.

SUPERVISORY REQUIREMENTS:

- The requirement for managing others does not exist.

KNOWLEDGE AND ABILITIES:

Knowledge

- Practical knowledge of standardized law enforcement telecommunications systems, to perform all associated operating functions necessary to transmit and receive communication traffic.
- Knowledge of standardized operating procedures, rules and methods to operate law enforcement telecommunication equipment with emphasis in radio.
- Knowledge of the Federal Communications commission regulations pertaining to proper radio procedure and discipline.
- Practical knowledge of the Law Enforcement Crime Reporting Information System (CRIS) and the NCIC computer information system.
- Knowledge of the privacy Act in order to maintain confidentiality of information received on individuals, reports, etc.
- Knowledge of standardized security regulations and procedures.
- Knowledgeable in the Three Affiliated Tribes Law Enforcement Services department.



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- Operation of general office equipment.
- Modern office practice and procedures.
- Mandan, Hidatsa & Arikara Nation Personnel Policies & Procedures.
- Three Affiliated Tribes Law Enforcement organizational structure and Supplemental Operating Policy & Procedures.
- The Bureau of Indian Affairs Office of Justice Services Law Enforcement Handbook and the Discipline and Adverse Action Department Manual.
- Tribal laws, bylaws, resolutions and Constitution.
- Electronic information data systems, principles of identification, research techniques.

Skills:

- Skilled in record keeping, filing and report writing.
- Skilled in interacting effectively and reasoning to respond appropriately to emergency situations and skill in performing duties in a highly stressful work environment.
- Skill in using sound judgment and reasoning to respond appropriately to emergency situations, and skill in performing duties in a highly stressful work environment.
- Must be able to operate the National Crime Information Center (NCIC) computer terminal.
- Strong communication and interpersonal skills.
- Computer skills.
- Customer Service experience required.
- Understanding of PL101-360, PL93-638, CFR 2563, PLIOI-647, CFR 45 1301, 18USC922, EQ 12968, DOI 441 DMS, CFR 25 12, PL90-618, TAT PPP, TAT Background Investigations.

Abilities

- Must be able to operate the National Crime Information Center (NCIC) computer terminal.
- Interpret and explain rules and procedures.
- Effectively communicate with employees, management, clients, and the public.
- Compile and organize data into reports.
- Performs clerical work requiring independent judgement and accuracy.
- Attention to detail.
- Works well independently and as a part of team.
- Strict confidentiality is adhered to the highly sensitive records
- Must maintain an alcohol and drug free workplace. Maintains control of files.
- Zero tolerance of drug use.

SCOPE AND EFFECT:

- The purpose of the work is to operate the law enforcement telecommunications system in monitoring of information in accordance with established procedures. The radio operator contributes to the effectiveness of the overall objectives of the Law Enforcement/Police Department by effectively handling law enforcement communications and the general public, promptly and efficiently.



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MINIMUM QUALIFICATIONS AND EDUCATION:

- Prefer knowledge of law enforcement telecommunications systems. **PREFERRED.**
- Must possess mental and emotional stability, normal hearing and have no physical or personal impairments.
- Will be required to work rotating shifts, overtime as needed and may be required to travel.
- Must possess a valid North Dakota driver's license. **REQUIRED.**
- Required to submit to drug testing and criminal background check. **REQUIRED.**
- High School Diploma or General Equivalency Diploma (GED) is **REQUIRED.**
- A Valid Driver's License is **REQUIRED.**
- Ability to successfully pass a Law Enforcement Public Trust Background Investigation with a favorable suitability is **REQUIRED.**
- Ability to successfully pass a FBI Finger Print chart is **REQUIRED.**
- Ability to successfully pass a Drug Test is **REQUIRED.**
- Subject to drug and alcohol testing while employed.
- Bachelor's Degree in Criminal Justice or closely related field is **PREFERRED.**
- A combination of specialized experience and education may be considered as an equivalency to meet the minimum qualifications. **PREFERRED.**

GUIDELINES:

- Guidelines include Federal, State and Bureau of Indian Affairs regulations, agency memoranda and Tribal codes relative to telecommunications equipment operations, specifically radio. The guidelines cover most situations encountered but may make minor adaptations of established procedures. Significant deviations or situations to which the guidelines do not apply are referred to the supervisor.
- The work consists of telecommunications systems operation in a Law Enforcement Police Department function involving the performance of several related duties and processes. Actions to be taken are decided by the employee depending on type of law enforcement communication traffic or priority. Dispatches emergency call to police or makes appropriate contacts with other agencies such as a fire, ambulance, search and rescue, life flight support and other police from surrounding areas. The work also requires the incumbent to document all incidents in a concise, legible and accurate manner.
- Must successfully pass a Public Trust Background Investigation and Adjudication

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PERSONAL CONTACTS AND PURPOSE OF CONTACTS:

- Contacts are person, or via telephone, and through the police communications network, primarily with police officers, general public and media. Contacts are also to be with professionals in the police communications computerized fields.
- Contacts are made for the purpose of taking accurate, factual complaints, giving information and exchanging information.

WORKING CONDITIONS:

- The law enforcement telecommunications operator will be working primarily indoors but on occasion may be assigned to a site other than duty station.
- The radio operator must possess mental and emotional stability, normal hearing and have no physical or personal impairments which would preclude them from working rotating shifts and overtime as needed.
- The incumbent may be required to operate a motor vehicle. A current State driver's license is required when operating a vehicle on the job.
- This position may require travel or periods away from the normal duty station and may include remote or isolated sites. Based on operational necessity, TOY away from duty station in support of other OLES units requires travel by air. The employee may be required to work other than normal duty hours, which may include evenings, weekends, and /or holidays and/or overtime. The incumbent is subject to background investigation.
- Work is performed in an office setting with long periods of sitting and typing.
- Requires hand-eye coordination and manual dexterity sufficient to operate a computer, keyboard and office equipment.
- Work load may be stressful and may require irregular work hours.
- Occasionally lifts up to 25 pounds.
- Travel is required to attend trainings, events and meetings.
- Government vehicle may be used if required to perform job duties.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Preference will be given to bona fide American Indian applicants in accordance with TAT policies and Federal Indian regulations for such preference.

THE MANDAN, HIDATSA, ARIKARA TRIBES DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGIOUS PREFERENCE, AGE, HANDICAP, MARITAL STATUS, POLITICAL PREFERENCE, GENETICS, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, EXCEPT AS ALLOWED BY THE INDIAN PREFERENCE PROVISION OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED AND NORTH DAKOTA HUMAN RIGHTS ACT.

PERSONS OF INDIAN ANCESTRY WHO WISH TO CLAIM INDIAN PREFERENCE SHOULD SUBMIT A COPY OF THEIR TRIBAL ENROLLMENT CERTIFICATE INDICATING THE AGENCY ENROLLED.



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All interested individuals must submit the following information:

1. Job Application
2. Diplomas/Certificates and Transcripts
3. 2 Forms of Identification: Driver License and/or State Issued ID and 1 Other
4. Indian or Veteran Preference documents (If applicable)

Submit all necessary information to Recruitment@mhanation.com

Supervisor Signature: _____ Date: _____

Employee Signature: _____ Date: _____