



PECHANGA BAND OF INDIANS

Pechanga Indian Reservation

Post Office Box 1477 • Temecula, CA 92593
Telephone (951) 770-6000 Fax (951) 695-1778

Tribal Chairman:
Mark Macarro

Council Members:
Raymond J. Basquez Jr.
Louise Burke
Catalina R. Chacon
Marc Luker
Joseph Murphy
Michael A. Vasquez

Tribal Secretary:
Nichole Sutter

Tribal Treasurer:
Amy Minniear

JOB DESCRIPTION

POSITION: Dispatcher
STATUS: Non-Exempt
CLASSIFICATION: Full-Time
DEPARTMENT: Tribal Ranger
SUPERVISOR: Dispatch Corporal
POSITION CATEGORY: B
RATE OF PAY: DOE

SUMMARY:

Dispatch communications services and appropriate emergency notification assistance for the Pechanga Indian Reservation and its residents, Government Facilities/staff, and the Band's business interests.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Receive and process emergency and non-emergency calls from the community requesting Rangers, Fire, medical or other emergency services.
- Evaluate and prioritize the nature and location of the emergency or call for service; determine priorities, and using a computer-aided dispatch system, dispatch emergency personnel as necessary in accordance with established policies and procedures.
- Maintain contact with all responding emergency personnel, maintain their status and location during the course of the incident. In addition to monitoring several surveillance cameras and emergency alarms, as well as answering/responding to incoming calls using various electronic devices, and simultaneously handling non-emergency calls and/or inquiries.
- Enter, update and retrieve information from a variety of computer data systems and various other informational resources.
- Monitor multi-channel radio communications system and maintain constant monitoring of the departments' surveillance network.
- Conduct various administrative duties as assigned and perform a wide variety of specialized clerical duties.
- Must adhere to all policies and procedures of the Pechanga Tribal Government.

The list of duties and responsibilities above is not an exhaustive list. In addition to the duties and responsibilities listed above, the employee will be required to perform other job-related duties, as assigned, that are consistent with the employee's job position and qualifications.

QUALIFICATIONS, EDUCATION & EXPERIENCE:

- High School Graduate or GED Equivalent.
- Must be in good physical and mental health.
- Must be at least 18 years of age.

Hiring Preference: The Pechanga Tribal Government is an equal opportunity employer. Consistent with federal law, the Pechanga Band of Indians applies Indian preference in employment. It is the policy of the Pechanga Tribal Government to give preference in hiring, promotions, and transfers into vacant positions to qualified applicants in the following order: 1) Pechanga Tribal Members; 2) Pechanga Tribal Member Spouses; 3) non-member American Indians. **At-Will Employment:** Employment with the Pechanga Tribal Government is at-will and can be terminated with or without cause, and with or without notice, at any time, either at the option of the employee or the Pechanga Tribal Government. **Drug Testing:** The Pechanga Tribal Government is a drug-free workplace. All employees are subject to drug testing. **Background Investigation:** All candidates and employees may be subject to a background investigation.

- Must have no record of felony arrests or convictions.
- Must be able to prove eligibility to work in the United States.
- Must have strong written and oral communication skills.
- Must have experience working on computers and type a minimum of 35 wpm.
- Must be flexible to work rotating shifts, including nights, holidays, weekends and willing to come into work when called upon during scheduled days off.
- Must be available to attend all mandatory training and successfully complete the “Basic Dispatcher Academy” course within one year of employment.
- Must wear a uniform, use assigned dispatch equipment and conform to department grooming standards.
- Must comply with the Pechanga Tribal Government’s Drug-Free Workplace Policy. This includes: pre-employment drug testing and random drug testing.
- Must successfully pass a pre-employment background investigation which involves, criminal, vehicle and credit checks.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of Microsoft Office programs specifically MS Word, MS Excel, and MS Publisher.
- Knowledge of customer needs assessment and meeting quality standards for services.
- Knowledge of or willingness/ability to properly operate all forms of radio, telephone, computer-aided dispatch (CAD), and other types of communications equipment.
- Knowledge of or willingness/ability to learn state and local laws and regulations relating to Emergency Medical Programs and Services.
- Must perform job duties effectively under adverse conditions (time pressure with high visibility and serious consequences of error, crisis situations, tragedies and emergencies, handling simultaneous incidents and working with frequent interruption).
- Ability to “Bounce Back” from negative situations.
- Must be able to maintain composure, keep emotions in check, control anger and avoid aggressive behavior, even in very difficult situations.
- Must be reliable, responsible and dependable in fulfilling obligations.
- Ability to establish and maintain effective working relationships with others.
- Must be very detail oriented and thorough in completing work tasks.
- Ability to give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Ability to speak clearly so others can understand you, effectively convey information and understand the speech of another person.
- Assist and cooperate effectively with co-workers, field personnel, and personnel at other agencies in performing job duties.
- Ability to listen to and understand information and ideas presented through spoken word and sentences.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (i.e. patterns of numbers, letters, words, pictures, mathematical operations).
- Ability to maintain strict confidentiality of information.

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PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The Pechanga Tribal Government may, upon request and in its sole discretion, grant an accommodation it deems reasonable and necessary to enable an employee with a disability to perform the essential functions of the job.

While performing the duties of this job, the employee is frequently required to sit, and talk or hear. They must be able to speak the English language, speak clearly so listeners can understand and understand the speech of another person. The employee is often required to use hands to finger, handle, feel or grasp objects; and reach with hands and arms. This role requires sitting for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds and occasionally stand on step ladders.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is required to be able to see the differences between colors, shades and brightness and be able to see details that are less than a few feet away.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those and employee encounters while performing the essential functions of this job. The Pechanga Tribal Government may, upon request and in its sole discretion, grant an accommodation it deems reasonable and necessary to enable an employee with a disability to perform the essential functions of the job.

This job operates in an office environment, however, while performing the duties of this job, there may be conditions of high stress when dealing with emergency situations. This role routinely uses radios, consoles, telephones, video display monitors and computer systems. The noise level in the work environment is usually moderate while in the office and moderately noisy during events, General Membership meetings and when outdoors.

Employee's acknowledgement: I acknowledge by my signature below, that the duties listed on this job description represent those tasks falling within my immediate responsibility. I understand that the Pechanga Tribal Council has the right to change this job description at any time with or without prior notice. I further understand and agree that my employment relationship with the Pechanga Tribal Government is a consensual commercial relationship taking place on tribal land within the Pechanga Indian Reservation and, as such, is subject to the jurisdiction and sovereign laws of the Pechanga Band of Indians.

Signature of Employee

Date

Print name of employee

Signature of Employee's Manager

Date

Print name of employee's manager

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