

# **FORT BELKNAP INDIAN COMMUNITY TELECOMMUNICATIONS OPERATOR**

## **MAJOR DUTIES**

Performs all major functions associated with radio net control necessary to transmit and receive law enforcement communications traffic. Operates the state, tribal, and federal radio network control at the dispatch center. Answers and disseminates information received through regular phone systems and the two-way radio. Interviews 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 the police department, 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 items are properly completed and that the necessary copies and signatures are present. Maintains agency files utilizing the Crime Reporting Information System (CRIS) and SLEUTH System.

Initiates interview with complainants and obtains information for the 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 inquiries and exercises discretion and resourcefulness in disposing of inquiries of a routine nature, and other relevant information. Determines which, in own judgment, must be brought to the attention of the supervisor or can be handled by self or other personnel.

Operates the Law Enforcement Crime Reporting Information System (CRIS) or SLEUTH System which are computerized networks consisting of all Law Enforcement statistical data.

Operates the NCIC Criminal Justice computer system, which includes accessing computer criminal records, wanted individuals, driver license check, and motor vehicle information. Disseminates any incoming messages to proper personnel.

Serves as the Terminal Agency Coordinator (TAC), responsible for filing documents in appropriate subject files.

## **Factors**

### **1. Knowledge required by the Position.**

Practical knowledge of the 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 telecommunications equipment, with emphasis on radio.

Knowledge of the Federal Communications Commission regulations pertaining to proper radio procedure and discipline.

Practical knowledge of the Law Enforcement National Crime Information Center (NCIC) computer terminal.

Must be able to operate the National Crime Information Center (NCIC) computer terminal.

Knowledge of the privacy act in order to maintain confidentiality of information received on individuals, reports, etc.

Skilled in record keeping and filing; and report writing.

Skilled in interacting effectively and professionally with the public, supervisor, and co-worker.

Skilled in using sound judgment and reasoning to respond appropriately to emergency situations; and skill in performing duties in a highly stressful work environment.

Knowledge of standardized security regulations and procedures.

## **2. Supervisory Controls**

The Telecommunications Equipment Operator (Radio) is under the supervision of the Chief of Police, but works under the immediate leadership of the Lead Telecommunications Equipment Operator (Radio)/ or sergeant of Police. The employee performs assignments independently, including contacts to resolve problems or coordinate activities, and works according to establish work plans, resolving most problems without the help from the supervisor/leader. The leader provides work direction, the kind of support to be provided, and interpretation of changes in rules controlling the kind of support provided. The supervisor/leader resolves unusual problems and provides specific instructions for special tasks. Completed work is reviewed for technical soundness, accuracy, timelines, and efficiency of service delivery.

## **3. Guidelines**

Guidelines include Federal, State, Tribal Codes, and Bureau of Indian Affairs regulations and agency memoranda relative to telecommunications equipment operations, specifically radio. The guidelines cover most situations encountered, but may take minor adaptations of established procedures. Significant deviations or situations to which the guidelines do not apply are referred to the supervisor.

## **4. Complexity**

The work consists of telecommunications systems operation in Law Enforcement/Police Department functions 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. Significant deviations or situations to which the guidelines do not apply are referred to the supervisor.

## **5. Scope and Effect**

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

## **6. Personal Contacts**

Contacts are in person, or via telephone, and through police communications network, primarily with police officers, general public and media. Contacts will also be made with professionals in the police communications computerized fields.

## **7. Purpose of Contacts**

Contacts are made for the purpose of taking accurate, factual complaints, giving factual information and exchanging information.

## **8. Physical Demands**

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.

## **9. Work Environment**

The law enforcement telecommunications operator will be working primarily indoors but on occasion may be assigned to a site other than the duty station. The telecommunications officer must be prepared to physically assist other staff or inmates who may be involved in a physical altercation, requiring the subduing of an aggressive inmate or inmates. The telecommunications officer's work environment may become hostile at any given moment. The telecommunications officer must be physically and mentally prepared to defend themselves, a co-worker or an inmate immediately. Officer Safety and environment awareness are critical.

## **Other**

Applicant must not have been convicted of a felony **ever** or have committed a misdemeanor within one (1) year of applying for position. The applicant is subject to a thorough background investigation.

Applicant must be U.S. Citizen.

Applicant must be twenty-one (21) years of age at the time of hire.

Applicant must have high school diploma or equivalent.

The incumbent may be required to operate a motor vehicle. A valid State driver's license is required when operating a vehicle on the job.

Law enforcement personnel are subject to short notice TDY deployment to meet nationwide Indian Country Law Enforcement operational/mission requirements. This position may require travel or periods away from the normal duty station and may include remote or isolated sites. Based on operational necessity, TDY away from the 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 evening, weekends, and/or holidays and/or overtime.**

Incumbent will be required to successfully complete a Basic Telecommunications Officer Training Program provided and approved by the Bureau of Indian Affairs Indian Police Academy or the Montana Law Enforcement Academy, and required medical and emergency response training. Incumbent must pass an extensive annual medical physical exam to determine fitness of duty for this position. Additionally, incumbent must also successfully complete a Basic Corrections Officer Training Program provided by or approved the Bureau of Indian Affairs Indian Police Academy, in order to be cross-trained and able to perform both telecommunications or corrections duties as required by the lead supervisor as needed per shift manpower availability.

Work involves the protection of life and the civil rights of individuals, therefore, incumbent must exercise discretion in dealing with sensitive matters.

The employee is responsible for keeping self drug-free, for demonstrating knowledge of agency drug abuse policy and procedures. Must be aware and alert to the symptoms and signs of drug abuse and change in behavior; reports appearances of unusual action to responsible official. Encourages peer discussion groups and outreach to available resources; as appropriate, suggests to the supervisor improvements to the workplace to enhance a drug-free environment, indicating willingness to help bring about positive change.

**Immigration Reform & Control Act:** Requires that all individuals appointed to a position must present proof of employment eligibility. Successful applicants will be asked to produce documentation.