



PECHANGA INDIAN RESERVATION

Temecula Band of Luiseño Mission Indians

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Telephone (951) 770-6000 Fax (951) 695-1778

Tribal Chairman:
Mark Macarro

Council Members:
Raymond J. Basquez, Jr.
Catalina R. Chacon
Marc Luker
Robert "R.J." Munoa
Russell "Butch" Murphy
Michael A. Vasquez

JOB DESCRIPTION

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

Tribal Secretary:
Louise Burke

Tribal Treasurer:
Robyn Delfino

SUMMARY:

This position performs a variety of skilled and semi-skilled functions in support of the Ranger Dispatch Center; maintaining the primary mission of receiving and dispatching emergency and non-emergency calls to patrol Rangers in the field, providing supervisory support and direction to subordinate staff and participating as a dispatcher in Ranger Dispatch when needed. The Dispatch Corporal is expected to assist in supervising, training, and managing of subordinate dispatchers assigned to the Pechanga Tribal Ranger Dispatch Center. An assigned Ranger Sergeant as their primary supervisor supervises the Dispatch Corporal.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform assigned lead/supervisory duties, including creating work schedules when assigned by Ranger Administration.
- Train and evaluate the work of new and existing dispatch personnel, and ensure work is performed according to departmental standards and guidelines.
- Enforce departmental Policy & Procedures.
- Receive and direct telephone, radio and data communications, collect pertinent information in order to dispatch responding Ranger patrol units using the radio and other computer aided dispatch systems; evaluate and determine the priority of the call, nature and location of the call, as well as the status of all on duty patrol units assigned to respond and those units that are on other assignments.
- Operate a variety of equipment associated with the job, including automated dispatch equipment, surveillance, computer, radio and recording equipment; monitors and evaluates equipment for correct functioning.
- Attend staff meetings and work with supervisory and management staff to resolve issues related to dispatch.
- Perform special projects as assigned to include researching training opportunities and the development of dispatch related policies and procedures to be presented to Ranger Administration for review and approval.
- Must adhere to all policies and procedures of the Pechanga Tribal Government.

Hiring Preference: The Pechanga Tribal Government is an equal opportunity employer. Consistent with federal law, the Pechanga Band of Luiseño 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.

The list of duties and responsibilities as listed above is not an all-inclusive 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 AND EXPERIENCE:

- High school diploma or equivalent.
- Minimum one year of experience working as a dispatcher required.
- Must have knowledge and experience in the operations, services, and activities of public safety telecommunications equipment including computer aided dispatch systems, multi-channel radio systems, and applicable computerized programs and equipment.
- Basic Public Safety Dispatcher POST Certification required Training in emergency dispatch procedures or operations preferred.
- Experience and understanding of applicable rules, regulations, and laws governing dispatcher conduct and duties.
- Experience employing modern office methods and procedures utilizing effective methods of lead and project supervision, record keeping, and business mathematics.
- Previous supervisory experience in a military, security or law enforcement environment is preferred
- Must have excellent phone etiquette and communication skills.
- This position must comply with the Pechanga Tribal Government's Drug-Free Workplace Policy. This includes: pre-employment testing, post-accident or injury, and random testing.
- Must successfully pass a pre-employment background investigation.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of principles of how to supervise and train employees.
- Knowledge of standard radio and telephone communications receiving and transmitting equipment.
- Knowledge of law enforcement and emergency service procedures for responding to and handling reported incidents.
- Knowledge of techniques of questioning for both emergency and non-emergency calls.
- Knowledge of methods and techniques for receiving, prioritizing, and dispatching emergency and non-emergency calls for service.
- Knowledge and ability to operate a variety of telecommunications receiving and transmitting equipment including radio transmitting communication equipment and computer equipment.
- Knowledge of proper English language usage, spelling, grammar, and punctuation.
- Knowledge of pertinent federal, state, and local laws, codes, and regulations.
- Knowledge of methods and techniques of telephone etiquette.
- Knowledge of methods and techniques of conflict resolution.
- Ability to lead, organize and review work of Dispatch Center staff.
- Ability to use modern office procedures, methods, and computer equipment.
- Ability to assist in the technical and functional supervision of the Dispatch Center.
- Ability to provide one-on-one training of new dispatchers.
- Ability to respond to and resolve difficult and sensitive dispatch staff inquiries and complaints.

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- Ability to make independent decisions that affect the safety of public safety personnel involved in determining the urgency of requests received and the appropriate course of action to take.
- Ability to think quickly, calmly, and clearly in emergency situations.
- Ability to perform multiple tasks simultaneously.
- Ability to establish and maintain effective working relationships with those contacted in the course of work, i.e., Ranger staff members, other governmental staff from tribal government and casino, public and tribal members.

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 e and moderate to loud during events, and/or emergency calls.

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.

Signature of Employee	Date	Print name of employee
Signature of Employee's Manager	Date	Print name of employee's manager

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