

# The SHOSHONE-BANNOCK TRIBES

FORT HALL INDIAN RESERVATION  
P.O. Box 306  
Fort Hall, ID 83203



HUMAN RESOURCE DEPARTMENT  
Phone: (208) 478-3856/(208) 478-3857  
(208) 478-3850/(208) 478-3750  
Fax: (208) 478-3950

## POSITION DESCRIPTION

**TITLE:** Dispatcher  
**DEPARTMENT:** Law & Order  
**COMPENSATION:** \$14.50 TRUS4/ S1 Non-Certified/ Probationary  
\$17.04 RUSG5/ S1-3 Certified; DOE  
**OPENS:** November 2, 2020  
**CLOSES:** UNTIL FILLED  
**CAREER STATUS:** NON-EXEMPT – CONDITIONAL UPON  
SUCCESSFUL PROBATIONARY EVALUATION &  
BUDGET APPROPRIATIONS

---

Attach ALL supporting documents, including: Tribal Enrollment, Honorable Discharge, Education attainment, Professional Certification, License and other relevant documents to verify your eligibility for preference and your qualifications. INCOMPLETE APPLICATION MAY BE SCREENED OUT.

---

## GENERAL PURPOSE

The Dispatcher provides emergency phone and radio communications service for emergency responders and the general public. A Dispatcher is capable of receiving a variety of calls from simple to highly stressful and complicated. The Dispatcher maintains a regular and assuring voice to dispatch concise and informative information between the caller and responders. Works rotating shifts, including weekends, holidays and on-call emergency coverage.

## SUPERVISION

The Dispatcher is under the direct supervision and evaluated by the Dispatch Sergeant and under the general supervision of the Captain of Police and under the overall supervision of the Chief of Police.

## DUTIES AND RESPONSIBILITIES

Operates the tribal Communications Center in accordance with policies, procedures, rules and regulations established by the Law & Order Program, and maintains personal standards in accordance with the Code of Conduct and BIAM 638 Contract and Tribes Personnel Policies and Procedures manual.

**DISPATCHER**

Reports to duty in a professional manner by maintaining work punctuality and attendance, including mandatory training/meeting sessions.

Produces complete and accurate emergency services reports, accounts for and submits in a complete, accurate, competent and timely manner. Perform competently utilizing Spillman Software and CAD system.

Know and understand the Tribes Privacy Act. Maintain confidentiality in regards to investigations, victim and defendant rights, and right of due process.

Operates telecommunications emergency communications equipment, office equipment, including telephones, two-way radios, computers, printers, copiers, surveillance monitors and satellite systems.

Maintains working knowledge of emergency response protocols for law enforcement, fire and EMS, Fish & Game, emergency coordination to disaster events.

Receives, disseminates, relays information delivered for police officers, including firefighters and emergency medical, emergency coordinators by phone and two-way radio or person-to-person.

Process information on a data base for the process of complete and accurate reports, including criminal records and filing system. Reviews and assigns case reports to police and fire department.

MUST MAINTAIN STRICT CONFIDENTIALITY OF ALL INFORMATION PROCESSED THROUGH THE DEPARTMENT INCLUDING RECORDS, REPORTS, DOCUMENTS, CONVERSATIONS, ETC. A breach of confidentiality will be subject to appropriate disciplinary action, up to and including termination from employment.

Maintains a positive working relationship with all job contacts, the general public, other law enforcement departments, public services programs and private organizations, co-workers, superiors and subordinates.

Knowledgeable of the geographical and cultural characteristics of the Fort Hall Indian Reservation.

As a condition of employment, must successfully complete a basic accredited Police Dispatch Academy and any other training as needed.

Utilizes and abides by the Shoshone-Bannock Tribes Personnel Policy & Procedures Manual.

Uses professional verbal communication and makes sound decisions in emergency situations. Obtains complete information from persons reporting incidents, organizes and relays information with accuracy and speed to officers.

Ability to lawfully operate department vehicles when needed.

## **DISPATCHER**

Maintains work punctuality and attendance, including all mandatory training and meetings.

Strictly adheres to the Fort Hall Police Department's administrative chain of command, department oath of office, code of conduct, and department policies and procedures.

Follows the Fort Hall Police Department Telecommunication Policy and Procedure Manual.

Conducts self with a professional mannerism that will bring credit to the Tribal Government.

Performance Standard shall include but not be limited to:

- Ability to maintain dependable attendance and reliability

- Efficient use of public skills to provide quality customer service

- Ability to provide quality and efficient services

- Ability to establish and maintain effective working relationship with staff

- Ability to work independently with little supervision

- Demonstrated knowledge of practices and procedures utilized in working environment

Duties and responsibilities will include other activities and areas as needed to carry out position functions.

## **QUALIFICATIONS**

**Must be a United States Citizen.**

**Must be at least twenty-one (21) years of age.**

Valid Idaho Driver's license and be insurable through the tribe's insurance carrier.

Must have a High school diploma or GED (G5).

Basic Training Certification from State Post or BIA, or eligible to become certified.

Prefer one (1) year prior experience with Basic Dispatcher certification from the Federal Law Enforcement Training Center or an Idaho Peace Officers Standards Dispatch Training program. If this is an entry-level position, requires the attendance to the Basic P.O.S.T. Dispatch Academy, or must provide a copy of certification of attending a basic dispatch academy.

Preferred one-year experience in radio communications and dispatch or a combination of experience and education, which would demonstrate the ability to perform the work.

ILETS/NCIC Basic Operator's Certification preferred or eligible to become certified.

Must have excellent writing, typing, and verbal communication skills.

## **DISPATCHER**

Must type 40 wpm and have basic knowledge of computers.

Must have no convictions of a felony.

Must have no misdemeanor convictions in the past 15 years.

Must have **NO** misdemeanor convictions involving DUI/Reckless Driving, Violence, Domestic Violence, Crimes of Dishonesty (Theft, Burglary, Poss. of Stolen Property, Fraud, etc.)

Applicants under investigation, indictment or on trial for a criminal offense will not be considered for employment.

Must successfully complete a personal (medical), employment, criminal and driving background check as a pre-employment and continuous condition for employment.

Must pass a criminal and character background check to demonstrate eligibility and suitability in compliance with the Law and Order Code as well as the Security Clearance needed to work in the Dispatch Center.

Must be able to be cleared through BCI Bureau of Criminal Identification on own merit without any documentation from the hiring agency.

Must complete a mandatory four (4) hour job observation period broken into two (2) hours observing day shift and two (2) hours observing night shift prior to job interview.

Qualified Shoshone-Bannock Tribal Member/Indian and Veterans preference will apply in compliance with the Shoshone-Bannock Tribes Personnel Policies and Procedures Manual Section 1260.

### **IMPORTANT APPLICATION CRITERIA**

Applicants not living in the local area may submit a cover letter, resume, and supporting documents in lieu of an application as an initial statement of interest for a particular job announcement. However, the applicant must follow-up with an official tribal application.

A **completed** Tribal Employment application must be submitted to the Shoshone-Bannock Tribes, Personnel Department, and PO Box 306, Fort Hall, ID 83203, to be considered for any position within the organization. Applications are accepted until **5:00 P.M.** on the closing date.

Telephone calls are not accepted in place of an employment application or letter of interest.

When the position qualifications require a driver's license, education, or professional credentials, the applicant must submit copies of certificates, licenses, degrees and other supporting documentation. Applicants who do not provide supporting documents will be disqualified.

## **DISPATCHER**

Applicants who have a current application on file are required to submit a letter of interest for each position in which they want to be considered for. The letter should address how they meet each qualification. Supporting documents must also be submitted.

Veterans who have met the minimum qualifications and who provide documentation of an honorable discharge from any branch of military service are entitled to receive preference points during the interview process.

To verify Indian Preference Shoshone-Bannock Tribal member applicants must provide a copy of their tribal enrollment card. Non-enrolled members and other Indian tribal members must provide a Certificate of Indian Blood from their tribal enrollment office or from the Bureau of Indian Affairs.

To verify Indian Preference Shoshone-Bannock Tribal member applicants must provide a copy of their tribal enrollment card. Non-enrolled members and other Indian tribal members must provide a Certificate of Indian Blood from their tribal enrollment office or from the Bureau of Indian Affairs.

Pre-employment applicants being considered for employment or a political appointment must submit to an alcohol and drug screening prior to being hired or appointed. Refusal to take the test will render the applicant ineligible for employment or political appointment with the Shoshone-Bannock Tribe. Applicants who test positive for alcohol or banned drugs will not be hired and will be ineligible for any type of employment with the Tribal Government for 90 days thereafter per the Shoshone-Bannock Tribes Substance Abuse Policy, Resolution PRSL-05-0732.

The Shoshone-Bannock Tribes will conduct a criminal and employment background check on new employees to ensure suitability for the position applied to.

A **completed** Tribal Employment application must be submitted to the Shoshone-Bannock Tribes, Personnel Department, P.O. Box 306, Fort Hall, ID 83203. Applications are accepted until **5 p.m.** on the closing date.

**DISPATCHER**