PUEBLO OF LAGUNA
JOB ANNOUNCEMENT NO. 2025-79

OPEN TO IN-HOUSE & EXTERNAL APPLICANTS

POSITION: **Telecommunications Specialist - Certified**
OPENING DATE: **October 30, 2026**
CLOSING DATE: **Open Until Filled**
DEPARTMENT: **Public Safety**
SALARY RANGE: **NE10; $19.74 - $29.60**

Position Summary:
Under general supervision of the Telecommunications Supervisor, receives service calls from the public for police, fire, emergency medical services (EMS), and emergency management assistance and forwards information to appropriate emergency response personnel. Consistently applies the Pueblo's Core Values in support of Workforce Excellence. Maintains confidentiality of all privileged information.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:
- Answers calls for emergency services requests; obtains comprehensive information; determines urgency of request, relays information, and dispatches responders to scene.
- Screens incoming calls and visitors, routes to program staff as appropriate; may respond to inquiries independently based on nature of contact.
- Requests additional assistance from other emergency personnel as determined by responders.
- Operates as eyes and ears for responding units before arrival on scene. Obtains and relays pertinent information to ensure safety of responders. Remains in contact with responders until clearance of scene/situation.
- Utilizes Record Management System to document calls for service. Retrieves computerized criminal justice information files using the New Mexico Criminal Justice Information System and National Crime Information Center.
- Utilizes and operates a two-way radio communication system, Computer Aided Dispatch (CAD) system, digital recording system.
- Ensures the confidentiality of privileged information.
- Assists the Pueblo's Emergency Management Program in its response to public emergency incidents.
- Obtains and maintains required certifications within specified time limits; maintains/enhances technical knowledge by attending relevant training and workshops.
- Contributes to a team effort and accomplishes related results as required.
- Performs other duties as assigned.

Minimum Qualifications:
- High School Diploma or GED required.
- One (1) year of Public Safety or medical transport Dispatch work experience required.
- Basic Telecommunications Operators Training Program certification required.
- Typing speed of 35 words per minute required.
- National Crimes Information Center Certification preferred; must be able to obtain within 60 days of hire.
- FEMA/ICS Certifications 100, 200, 700, & 800 preferred; must be able to obtain within six (6) months of hire.
- Fluency in the Laguna language preferred.

Background Investigation Requirements:
The Pueblo of Laguna has a Suitability Policy for background investigation processes. Every position in the government operation is reviewed and designated at one of three risk levels. The determination is commensurate with public trust responsibilities and attributes of the position which includes job duties. The Telecommunications Specialist, Certified, is designated as a High-Risk Public Trust (HRPT) position.

All Indian Country Law Enforcement Programs receiving Federal funding and/or authority must ensure that all Law Enforcement program personnel successfully complete a thorough background investigation. The following are applicable laws that are considered when conducting background investigations for this position.

- PL 101-630: Indian Child Protection and Family Violence Prevention Act
- PL 101-647: Crime Control Act of 1990
- 25 CFR Part 63: Indian Child Protection and Family Violence Prevention

Type of Background Check	Required
Pre-Employment Drug Screening	X
Background Investigation (Criminal Check, Sex Offender Check, Social Security Trace, Driving Record, Civil Court Check – if applicable, Tribal Criminal Check – if applicable)	X
Employment Verification, Education / License Verification, Personal Reference Verification	X
Fingerprint Verification	X
Must Be Able to Drive a Pueblo Issued Vehicle	X
Other:	

Knowledge, Abilities, and Skills:

- Knowledge of traditional form, functions, and structure of government and pueblo customs and traditions.
- Knowledge of New Mexico Criminal Justice Information System, Computer Aided Dispatch, and Records Management Information System.
- Knowledge of the Pueblo's Criminal and Traffic Code, Children's/Juvenile Code.
- Knowledge of pertinent emergency medical conditions, Fire, Haz-Mat, Rescue, and Extrication response guidelines.
- Knowledge of department policies and procedures.
- Knowledge of basic fire and emergency medical services operations.
- Knowledge of principles and practices of radio dispatch and communication.
- Knowledge of the Pueblo's geography, road locations, and reservation boundaries.
- Knowledge of proper spelling, grammar, punctuation, and math skills sufficient to carry out essential duties.
- Knowledge of basic FEMA policies, regulations, and processes regarding emergency incident response and management.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability and skill in operating telephone and radio communication equipment.
- Ability to remain calm, handle emergency situations, and handle psychological stresses.
- Ability to work as a team member in a structured working environment.
- Ability to maintain confidentiality.
- Ability and skill to handle multiple tasks and meet deadlines.
- Skill in attention to detail; to re-call and provide accurate and timely information.
- Skill in keyboarding and data entry.
- Skill in computer use including Word, Excel, Outlook, and software unique to program.

Physical Demands:

While performing the duties of this job, the employee is required to sit for extended periods of time. Repetitive keyboarding is required. Concurrent use of communications equipment and keyboarding is common. Must occasionally lift and/or move up to 25 pounds.

Work Environment:

Work is performed in an office setting with a moderate noise level. Evening, weekend, and holiday work is required. Emergency situations occur on a frequent basis. There is frequent interaction with the public and other Public Safety employees. Tight time constraints and multiple concurrent demands are common. Travel may be required for training,

meetings, and other events.

Application Instructions:

- Go to www.lagunapueblo-nsn.gov and click on Employment Opportunities for application instructions and application form. ***Read instructions prior to completing application form; incomplete applications will not be considered.*** Resumes are encouraged but not in lieu of a complete application form.
- All hand delivered documents must be received by the Human Resources Office no later than 4:30 pm (MDT) on the closing date. All electronically mailed documents must be received by the Human Resources Office no later than 11:59pm (MDT) on the closing date.
- Application packets may be submitted by one of the following methods:
    1. E-mail to polemployment@pol-nsn.gov;
    2. Mail to Pueblo of Laguna Human Resources; P.O. Box 194; Laguna, NM 87026
    3. Deliver to the Human Resources Office, 23 Rio San Jose Rd; Laguna, NM 87026
    4. Fax to (505) 552-9675
- For more information, contact Whitney Roughsurface, at (505) 552-5784 or by e-mail at the above address.

LAGUNA TRIBAL MEMBER PREFERENCE APPLIES