



The Klamath Tribes
501 Chiloquin Blvd/P.O. Box 436
Chiloquin, Oregon 97624

Phone: (541) 783-2219
HR Fax: (541) 783-2836

OPEN: 09/21/22
Until Filled

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: ADMINISTRATIVE ASSISTANT/DISPATCHER

RESPONSIBLE TO: Tribal Chief of Police

SALARY: Step Range: 19-38; Full Benefits
Salary Range: \$46,919 - \$82,273
Hourly Range: \$22.56 - \$39.55

CLASSIFICATION: Non-Management, Regular, Full-time

LOCATION: The Klamath Tribes
Public Safety Department
Chiloquin, Oregon

BACKGROUND: Comprehensive Employee
(No felony conviction or misdemeanor in the last 3 years)

POSITION OBJECTIVES

Under the general direction of the Tribal Chief of Police, serve as the department's communication/dispatch service point of contact and perform a variety of clerical and technical duties related to communication activities. Provide front counter assistance, maintain police records and dissemination of reports. Operate various communications equipment, answer and process emergency or non-emergency calls and dispatch public safety units.

Works closely with the Tribal Chief of Police and Tribal Police Officers on a daily basis to maintain department and provide assistance as needed. Actively support and uphold the Department and Tribe's mission and values.

MAJOR DUTIES AND RESPONSIBILITIES

1. Answer and route incoming calls.

2. Meet and greet internal and external customers and respond to inquiries.
3. Evaluate requests for reports; listen to complaints; answer questions; give directions; receive and enter orders; issue releases for impounded vehicles, etc.
4. Perform records checks; answer business calls from the public on a multi-line phone system.
5. Receive emergency and non-emergency calls from outside agency dispatchers or law enforcement agencies via multi-line telephones, walk-ins and radio system.
6. Receive and process radio calls from field units.
7. Receive emergency calls from the public requesting police or other emergency service; determine nature and location of emergency, determine priority and dispatch emergency units as necessary and in accordance with established procedures.
8. Determine priorities of all calls and dispatch required units.
9. Record and route emergency calls to appropriate authorities.
10. Use a computer-aided dispatch system or other various computer systems for data entry and general information retrieval.
11. Create and maintain daily log of public safety communication activities.
12. Perform a variety of record keeping, filing, indexing and other general clerical work; maintain a variety of documents relating to public safety activities; prepare related reports as requested.
13. Work under pressure, exercise good judgment and make sound decisions in emergency situations.
14. Contribute to a team effort and accomplishes related results as required.
15. Establish and maintain effective cooperative working relationships with those contacted in the course of work.
16. Inquire, interpret, verify, receive, and disseminate information from law enforcement computer networks relating to wanted persons, stolen property, and vehicle registration.
17. The incumbent will be called upon to accomplish other tasks within the scope of work.

SUPERVISORY CONTROLS

Work is performed under the direct supervision of the Tribal Chief of Police. Work is assigned in terms of departmental objectives. The supervisor assists with unusual situations which do not have clear precedents or when clarification or interpretation of organization policy is in question.

Employee works independently toward established objectives, sometimes adapting or modifying standards to meet variations in controlling conditions; resolves problems on the basis of past precedents; exercises judgment in interpreting guidelines and applicability; ensures deadlines are met.

Employee plans and carries out various stages of a project by selecting and using approved methods and techniques as appropriate.

KNOWLEDGE, SKILLS, ABILITIES

Ability to learn departmental policies and procedures for service requests.

Ability to learn geographic feature and streets within the area served.

Ability to learn police codes, practices and methods.

Ability to effectively and courteously deal with the public.

Ability to communicate clearly and concisely, both orally and in writing.

Knowledge of techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.

Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Thorough knowledge of modern filing systems.

Knowledge the current practices and procedures involved in Police dispatch operations

Skilled in operating various word-processing, spreadsheets, and database software programs.

Skilled in reading and interpreting maps and other navigational resources and give directions.

Skilled in communicating using telephone and two-way radio equipment.

Skilled in remaining calm and functioning effectively during emergency situations and communicating effectively with persons in varying degrees of hysteria.

Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology.

Ability to work independently within Tribal and Department policies, rules and regulations.

Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.

Ability to handle multiple tasks and meet deadlines.

Ability to exercise independent judgment.

Ability clearly hear and understand information and ideas presented through spoken words and sentences. Actively listen, giving full attention to what others are saying.

Ability to clearly communicate information and ideas in speaking so others, including small children, will understand.

Ability to define problems; collect data; establish facts and draw valid conclusions.

Ability to work and shifts or days (morning, swing or graveyard, holidays and weekends).

Ability to maintain confidentiality.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a minimum of a High School Diploma or Equivalent. (*Must submit copy of diploma or transcripts with application; HSD/GED only required when applicant doesn't have a college degree.*)
- **REQUIRED** to have at least one year of work-related experience; or any equivalent combination of experience and training which provide the knowledge, skills and abilities necessary to perform the job.
- **REQUIRED** to have at least on year of increasingly responsible clerical experience that includes customer service in an environment with frequent interruptions.
- **REQUIRED** to be able accurately type materials at a reasonable rate of speed and demonstrated proficiency in grammar, spelling and filing.
- **REQUIRED** to have computer experience; emphasis will be in the use of Microsoft Word, Excel and work in a networked environment.

- **REQUIRED** to be available to work rotating shifts (days, swings and graves), weekends, holidays and overtime as required.
- **REQUIRED** to possess and maintain a valid Oregon Driver's License, (out of state applicants must receive ODL within 90 days of hire), have good driving record and be insurable by The Klamath Tribes' vehicle insurance policy. *(Must submit copy of driver license with application.)*
- **REQUIRED** to submit to and clear an alcohol/drug screen and random testing as per policy.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to accept responsibility of a mandatory reporter in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.
- **REQUIRED** to be fully vaccinated for COVID-19 or have approved exemption status before the first day of employment, as per the Klamath Tribes' COVID-19 Mandatory Vaccination Policy. Contact HR for exemption process.

Preferred Qualifications:

- Two to three years of administrative or secretarial experience, preferred.
- Letter composition and report preparation, process and record keeping of expenditures, purchase orders or invoices, preferred.

INDIAN PREFERENCE

- Indian and Tribal Preference will apply, as per policy. *(Must submit tribal documentation with application to qualify for Indian Preference).*

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit The Klamath Tribes *Application for Employment* with all requirements and supporting documentation to:

**The Klamath Tribes
ATTN: Human Resource
P.O. Box 436
Chiloquin, OR 97624**

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for "Indian Preference".

Applications will not be returned.

EMPLOYEE ACKNOWLEDGEMENT:	
I have reviewed this position description and have been provided a copy. I understand that The Klamath Tribes reserves the sole right to modify this position description at any time, with or without notice.	
Employee (printed name)	Employee (signature)