

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV75532
Job Class Code:	020	Salary Schedule:	ASRRWILD
EEO Category:	06	Grade:	16
Workers Comp Code:	8810		

Job Code Established:	12/18/07	Effective Date:	12/15/07
Job Code Revised:	02/06/10	Effective Date:	02/06/10

JOB CODE SERIES:

JOB CODE TITLE: NATURAL RESOURCE COMMUNICATIONS SPECIALIST

HRIS TITLE: NATURAL RESOURCE COMMS SPCT

CHARACTERISTICS OF THE CLASS: Dispatches wildlife and/or wildland fire, natural disaster and human-caused risk incident-related calls to officers and employees when they can not resolve the issue presented. Receives and responds to a wide range of emergency and routine traffic from officers and non-commission employees including pursuits and injury accidents. Handles calls from justice courts and other agencies regarding warrant status. Authority to exercise judgment in gauging the priority of request; to exercise judgment in determining the availability of, and in dispatching appropriate personnel or equipment. Operates various communication systems and equipment.

EXAMPLES OF DUTIES: Individual positions may be responsible for some or all of the listed duties and/or other related duties.

- Coordinates with other state, federal and local agencies to resolve criminal issues related to wildlife and/or wildland fire, natural disaster, human-caused risk incidents.
- Handles calls from justice courts, Arizona interagency dispatcher center and other agencies regarding warrant status and/or wildland fire, natural disaster, human-caused risk incidents.
- Operating various communication systems and equipment to assist in the daily operations of a dispatch communication center.
- Maintains a variety of logs and the compilation and maintenance of various department records and reference materials.
- Dispatches emergency and non-emergency personnel as necessary to aid field personnel or general public.
- Answers inquiries regarding rules and regulations.
- Performs a variety of documentation and other clerical activities.
- Interacts with customers interpreting program information, rules, regulations, laws and policies & procedures regarding hunting and fishing regulations, watercraft regulations, other wildlife-related concerns and/or wildland fires, natural disasters, human-caused risk incidents.
- Answers the Operation Game Theft and State Vandals phone lines to receive reports of in-progress violations.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Dispatcher operating techniques and procedures including Terminal Operator Certification.
- Agency personnel rules, policies and procedures and Arizona Statutes pertaining to the agency.
- Communication equipment such as radio consoles, telephones, paging systems and computerized warrant systems.
- Peripheral IT equipment, including mass storage devices, communications systems and on-line capabilities.

- Fundamental principles of Total Quality.
- Wildlife behavior and handling techniques.
- Wildland fire suppression aviation operations including aircraft capabilities and limitations.
- Fire management operations, dispatch procedures and resources
- Wildland fire suppression and prescribed fire strategies, tactics, procedures, fire behavior and weather interactions to effectively dispatch fire suppression and management resources.
- Principles and processes for providing customer service and customer need assessment.

Skill in:

- Active listening and asking appropriate questions as well as talking to others to convey information effectively.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Operating auxiliary and peripheral IT and communications equipment
- Troubleshooting to determine causes and decide what to do about it.
- Time management and organizational skills

Ability to:

- Deductive reasoning in applying general rules to specific problems to produce the best solutions or actions.
- Maintain confidentiality of information
- Clear communications via air to ground and ground to ground radio equipment.
- Handle varying and unpredictable situations, including emergency and crisis situations.
- Work independently.
- Read topographical maps and aerial photos to determine incident locations
- Visual, writing and hearing abilities effectively during stressful situations.
- Prioritizing and attention to details.

Work Conditions: Extended and/or irregular work hours: rotating shifts including weekends and holidays. Some situations can be of an urgent, stressful nature.