



QUECHAN INDIAN TRIBE

Ft. Yuma Indian Reservation

HUMAN RESOURCES DEPARTMENT

P.O. Box 1899 • Yuma, Arizona 85366-1899

Phone (928) 977-2727

Fax (760) 572-2961

POSITION DESCRIPTION

Position: Dispatcher (4) – Quechan Police Department Salary: \$18.00 per hour

Opening: Tuesday, February 17, 2026

Closing: Monday, March 2, 2026

BASIC FUNCTION:

Under the direct Supervision of the Quechan Police Chief or assigned designee, the Dispatcher will receive and dispatch all calls and messages for Police, Fire, and/or Medical Services, maintains radio contact with mobile units, and researches and verifies information requested by the Quechan Police Department and performs other related duties as deemed necessary.

This position requires the full understanding and active participation of our employees to demonstrate behavior to work effectively, patiently and positively with our management, children, parents, coworkers and others by being courteous, conscientious and kind spirited.

DUTIES & RESPONSIBILITIES:

- Must be culturally sensitive to a diverse customer population and able to interact tactfully and positively with Tribal Members, and all levels of staff and management.
- Answers and evaluates incoming calls (by phone or radio) for police or fire/emergency medical services.
- Determines the urgency of the call, sometimes within the first few seconds of the conversation, and decides whether units should be dispatched to the scene.
- Hears and understands radio communication, the effectiveness of which may be worsened by outside noise at the scene where the unit is, background noise at the dispatch location, radio interference from outside sources, and field personnel not speaking clearly or loud enough.
- Monitors radio contact with the Police, Fire, Corrections Personnel or any other Emergency Service Provider.
- Remembers details and procedures and applies them instantly in emergency situations.
- Makes sound decisions and quickly reacts positively under stressful conditions which may entail the life or the well-being of a community member or public safety member who is in danger.
- Enters, updates, and/or deletes the following kinds of information into the Arizona Criminal Justice Information System (ACJIS); missing persons or runaways; stolen, recovered, and/or abandoned vehicles.

- Assists Police Officers in retrieving information from the computer aided dispatch (CAD) system/ACJIS: e.g., a subject's personal information, description, present/last known address, vehicle, and any prior incidents or contacts with Police Officers. Utilizing a computer or written log, documents the time and nature of each call received, which unit(s) responded, the actions taken, and the disposition of the call.
- Responds to inquiries from the public by providing such information as the phone number and local department information appropriate to their needs, general information regarding traffic tickets, incidents, and accident reports and the responsible officer.
- Monitors the alarm system board; when the alarm system is activated, contacts or locates a responsible person or available employee to respond by securing the building and resetting the alarm or advise of the situation that activated the alarm.
- Operates the National Crime Information Center (NCIC) computer terminal to enter/request law enforcement information.
- Contacts, or assists in contacting on call personnel/other agencies such as housing, SRP, water and electrical services, medical air evacuation providers, and child protective services.
- Notifies a hospital when the medics/ambulance is transporting a patient and ascertains whether the hospital would be able to handle/receive more patients.
- Some clerical work when necessary; monitor's telephone, greeting the public, distributes mail and performs other related clerical duties.
- Attends training and conferences when assigned.
- Establish and maintain cooperative working relationships with those in contact during the course of fulfilling assigned duties.
- Other Law Enforcement related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of techniques, procedures, and methods used in operation of a public safety communications center, including telephone and radio communications; State and local law enforcement procedures, practices, criminal codes, statutes, and ordinances; geographic features and boundaries.
- Knowledge of history, culture, laws, rules, customs and traditions of the Quechan Indian Community and names and locations and businesses in the community.
- Knowledge of the emergency services and other resources provided by the cities adjacent to the Community.
- Knowledge of English usage, spelling, grammar and punctuation and general police department operations and of police, medical, fire codes and related jargon.
- Knowledge of Basic law enforcement principles, practices, and terminology.
- Skill in interacting diplomatically with the public in a high volume, continuous public contact setting.
- Skill in speaking clearly and distinctly, using correct English to communicate with public and department personnel in a concise and informative manner.
- Ability to prioritize and disseminate information quickly and accurately, and to act on such information.
- Ability to effectively operate telephone, two-way voice radio console (respond to

inquiries), computer terminal, and other related telephone equipment in Dispatch Communications.

- Ability to prioritize and disseminate information quickly and accurately, and to act on such information.
- Ability to assess and prioritize emergency situations.
- Ability to remain calm and learn to make rapid decisions by exhibiting sound judgment in emergency situations.
- Ability to read and interpret street maps.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to work mandatory overtime as assigned.
- Ability to work under pressure and exercise good judgment.
- Ability to communicate and elicit information from upset and irate callers.
- Handle basic maintenance, building repairs, cleaning, and other janitorial work.
- Able to work safely with a variety of cleaning supplies

QUALIFICATIONS:

- Must attend an accredited dispatch academy once given an academy date.
- Must Possess a High School Diploma or G.E.D.
- Must possess and maintain a valid driver license and be insurable by the Quechan Indian Tribe.
- Must obtain ACJIS, NCIC, Emergency Medical Dispatch, First Responders and CPR Certification within three (3) months of appointment.
- Must complete FEMA National Incident Management System (NIMS) IS-100, IS-200, IS-700, and IS-800 within (3) months of hire.
- Computer literacy is a must and able to work on various types of software and hardware.
- Ability to shut out extraneous information from other radio channels and co-workers, while selectively listening to information recognized as crucial and cope with emotionally tense situations and ability to perform tasks simultaneously, and to work under pressure, exercise good judgment and make sound decisions in emergency situations.
- Ability to communicate clearly and concisely, both orally and in writing, ability to type accurately at a speed necessary for successful job performance.
- Skilled in operating communications equipment (multi-line telephones, base radio, computer terminals, teletype equipment) quickly and accurately and to distinguish between emergency and non-emergency calls.
- Skilled in remaining calm and calming others in emergency situations so that necessary information related to the emergency can be obtained and relayed and skilled in remembering details and making decisions under stressful conditions.
- Skill in establishing and maintaining effective working relationships with State, Federal and Local Law Enforcement Officers, other staff and the public.
- Must be a dependable and punctual person that is able to work well under pressure.
- Must be willing to work excessive hours and travel when necessary.
- Must complete and pass a background investigation. Individuals will be responsible for the confidentiality of sensitive information.

BENEFITS AT A GLANCE:

- Medical, dental and vision to all full-time employees
- 401(K) retirement services
- 401(K) with a 3% company match upon meeting eligibility requirements
- Step program wage increases
- Instructor wage increases
- Nightshift differential
- Basic life insurance
- Supplemental life insurance
- Workers' compensation
- Assurity
- Paid sick leave
- Paid annual leave
- The Quechan Indian Tribe recognizes (16) holidays per year
- Paid time off for bereavement leave and jury duty
- Employee assistance programs
- Tuition reimbursement program up to \$1,000.00
- Uniform and Equipment provided
- Training opportunities

FOR MORE INFORMATION AND TO APPLY:

Online application available at www.quechantribe.com or pick up at:

**Quechan Indian Tribe
Human Resource Department
1888 San Pasqual School Rd.
Winterhaven, CA 92283
Telephone: (928)977-2727
Fax: (760) 572-2961**

**Mailing Address:
P. O. Box 1899
Yuma, AZ 85366**

(All resumes must be accompanied by a Tribal Application)

For further questions or to return an application electronically please e-mail us at:

hadminassistant@quechantribe.com

Preference in filling vacancies is given to qualified Indian Candidates in accordance with the Indian Preference Act (Title 25, U.S. Code, Sections 472 & 473). Applicants claiming Native American Preference must present valid evidence of Tribal Affiliation. In other than the above, the Quechan Tribe is an Equal Opportunity Employer. The Quechan Tribe adheres to the Drug-Free Workplace Act of 1988. Selected applicants must pass a pre-employment Alcohol/Drug screening and Background Check.