

STRENGTH

PEACE

UNITY

Mohawk Council of Kahnawake



P.O. Box 720
Kahnawake Mohawk Territory J0L 1B0

'Isi Nīkaió 'tenhiseró:tens Ne Onkweshón:'a Rotiió'tens

HUMAN RESOURCES UNIT

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Website: www.kahnawake.com

Job Description

GENERAL INFORMATION	
Job Title:	On-Call Dispatcher
Division:	Justice Services, Kahnawà:ke Mohawk Peacekeepers
Date of Job Description:	October 2008
Terms:	Fixed-Term
Job Reports to:	Corporal

THE INCUMBENT	
Name of Incumbent:	
Date of Hiring:	
Name of Supervisor:	Corporal

GENERAL JOB DESCRIPTION
Under the direction of the Corporal, provides communication and support services to the Kahnawà:ke Peacekeepers Operation, dispatches patrol cars on a priority basis, screens and prioritizes outside calls, monitors facilities and maintains logs, registers and miscellaneous records.

RESPONSIBILITIES	TASKS
To dispatch patrol cars, fire trucks and emergency and other vehicles.	<ul style="list-style-type: none"> ➤ Receives calls from community members, surrounding communities and other police forces requesting Peacekeepers, fire and/or emergency vehicle assistance. ➤ Based on the nature of the call, obtains pertinent details from the caller, assesses the seriousness of the situation, potential shock/panic situations and other behavior patterns of the caller, i.e.: drug or alcohol induced behaviour. ➤ Communicates (dispatches) incoming calls and pertinent details to Peacekeepers on patrol using a communication system. ➤ Establishes a level of priority to each call, ascertains timely responses. ➤ Communicates accidents, emergency situations, law enforcement requirements and all pertinent details, i.e.:

	<p>priority, location and special requirements to the Peacekeepers on patrol.</p> <ul style="list-style-type: none"> ➤ Ensures Peacekeepers maintain close contact with the dispatcher while responding to calls: Obtains and records Peacekeeper demographic location, time vehicle is vacated, purpose of vacating vehicle, etc. ➤ Conducts computer searches and file research in response to the information needs of the Peacekeepers on patrol, i.e.: performs person and vehicles/registration verifications, outstanding ticket/fine information, criminal records and scans wanted lists using various sources including computer systems. Interprets data, draws conclusions and communicates findings to Peacekeepers. ➤ Conducts computer search and file research and responds to information requests received from other police forces concerning community members, vehicles. ➤ Reports malfunctions of communication and/or video system to superiors on a timely basis. ➤ Receives and transmits telephone messages to various Peacekeeper personnel. ➤ Calls for back up support to peacekeepers when advised. ➤ Communicates with Kahnawà:ke Animal Protection based on the severity of the call, i.e.: dog bites, animal needing to be destroyed, etc. ➤ Reports any after-hours Kahnawà:ke Social Services request to the on-call Social worker via the pager. ➤ Reports any road problems to the Road Department, i.e.: town garage. ➤ Reports any water breaks to the Kahnawà:ke Filtration Plant. ➤ Reports any power outages to Hydro Quebec. ➤ Reports any telephone line discrepancies to Bell Canada.
<p>To register and record occurrences, activities and special events.</p>	<ul style="list-style-type: none"> ➤ Enters all incoming calls and walk-in complaints to the Peacekeeper station. Maintains a running account of daily events, i.e.: caller's name, nature of the call, action required, action taken, and conclusions. ➤ Assigns and records occurrence numbers and file numbers to each case. Cross-references where necessary. ➤ Documents and records details related to each occurrence and accident, i.e.: ticket numbers, legal violations, Peacekeepers on call, time, etc. ➤ Records all alarms received and CRPQ Telex information. ➤ Receives and records all cash monies receipts for fines as well as accident report copies. ➤ Updates and maintains chronological files of all occurrences and accident reports and cash receipts reports. ➤ Documents and records information obtained through researches, i.e.: results of vehicles/registration verifications, ticket/fine and criminal record information. ➤ Documents and records all vehicles towed, nature of towing.

	<ul style="list-style-type: none"> ➤ Documents and records vehicles impounded and/or abandoned, records date towed, date impounded, towing/impounded charges and assigns account numbers, date claimed, date released. ➤ Confirms and reports with other police agencies on warrants.
To monitor peacekeeper station, jail and pound facilities.	<ul style="list-style-type: none"> ➤ Regularly patrols the Peacekeeper grounds to ensure its protection. ➤ Surveys prisoner activities to ensure their safekeeping. Serves meals to prisoners. Communicates suspicious or uncontrollable activities to superior officers. ➤ Ensures prompt communication of any irregularities to superior officers. ➤ Operates generator during power failures to ensure interrupted services. ➤ Operates video equipment recording for all prisoners who are in the cells.
<ul style="list-style-type: none"> ➤ Performs other job related duties as required by the immediate supervisor 	

ACCOUNTABILITY

- To ensure the protection of each Peacekeeper by ensuring Peacekeepers maintain close contact with the Dispatcher while responding to calls;
- To determine priority of calls, pertinent details and vehicle dispatching requirements.
- To ensure the accuracy and completeness of all information transmitted to respond to peacekeeper and other police force information requirements.
- To ensure the accuracy and completeness of all records, computer entries maintained by the position.
- To ensure the safekeeping of the building and its prisoners.
- To deal with internal and external clients in a tactful, discrete and courteous manner;
- To maintain confidentiality;
- To adhere to MCK Administration Manual-Personnel Policy and Kanien'keha initiatives.

QUALIFICATIONS

Education and Experience Required	<ul style="list-style-type: none"> ➤ High School Diploma, plus interest in undertaking specialized training.
Skills Requirements	<ul style="list-style-type: none"> ➤ Ability to take statements; ➤ Organizational and communication skills and sound analytical skills in problem and behavior assessment;

	<ul style="list-style-type: none">➤ Good knowledge of the Kahnawà:ke Territory, its people and geographical particulars;➤ Sound computer skills;➤ Ability to converse in the Kanien'keha and French language is a definite asset;➤ Willingness to learn Kanien'keha is required;➤ Incumbent must not have been found or plead guilty to a criminal offense.
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THE IMMEDIATE SUPERVISOR

THE INCUMBENT

DIRECTOR OF HUMAN RESOURCES