

AGENDA ITEM SUBMITTAL

Otero County Commission

Submitted by: John Barney, TBRDA Director

Meeting date: Thursday, November 9, 2023

Subject:	Request approval to reclassify a second Communication Officer position to a National Crime Information Center Assistant.
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Research/Background:

In light of recent mergers and our shortage of staff, our communication officers have been consistently overwhelmed with their duties. We currently have only 3 Communication Officers on the floor in the morning, with an additional one joining at 10 am. This means that we have a total of 5 Communication Officers on the PSAP floor throughout the day, handling an average of 4-5 calls simultaneously. The phones do not stop ringing.

By introducing a second NCIC Assistant position, we aim to alleviate some of the administrative burden that communication officers face on a daily basis. This includes tasks such as entering warrants for all 3 court houses, managing stolen vehicles, handling missing persons reports, recording gun entries, and processing removals from all agencies.

Additionally, there is the responsibility of managing requests from officers, deputies, as well as APD and Otero County IPPA. Currently, I am primarily occupied with these tasks, which detracts from other crucial management responsibilities within the PSAP.

This reclassification would be at no additional cost to the County.

Fiscal Impact/Funding Sources:

Staff/Department Recommended Actions:

I, John Barney, recommend approval of this item.

County Attorney Review (if needed):

Supporting Documents/Attachments/Links

Job Description