Classification: Chief Operator
Title Code: V07450
Pay Range: E06

POSITION SUMMARY:

The Chief Operator is in charge of each Patrol troop headquarters radio station. This individual is responsible for the complete operation of that station including radio personnel, desk personnel, new operator and MULES agency training. The employee assures station records are maintained and the troop communications equipment is functioning properly.

The Chief Operator is a "working" supervisor and has the same public safety communication and technical responsibilities as all Radio Personnel. Primary communications responsibilities are to handle radio traffic both to and from patrol units and other law enforcement agencies; answer incoming emergency and non-emergency telephone calls from the public and other law enforcement entities; and enter, retrieve and disseminate information in the Missouri State Highway Patrol computer system (MULES) and associated computer systems (NCIC, NLETS, DOR, ALERT, REJIS). Primary technical responsibilities are to perform technical work in the maintenance, repair and installation of electronic and computer equipment.

DESCRIPTION OF DUTIES PERFORMED:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Directly supervises and evaluates the work activities of subordinates; either performs or supervises all troop and MULES agency training activities including the assignment of qualified radio personnel to perform training tasks; monitors phone and radio communications of subordinates to ensure compliance with rules, regulations and standard operating procedures; reviews logs and reports submitted by subordinates to evaluate accuracy, thoroughness and compliance with existing policies/procedures.

Provides direction, guidance, coaching and counseling to subordinates; provides feedback to subordinates after incidents or events to assist them in critiquing their own performance and develop more effective ways of handling future situations.

Supervises on-the-job (New Operator and CTO) training of new employees; monitors and evaluates new employee performance to ensure compliance with rules, regulations and standard operating procedures.

Prepares subordinate work schedules and assigns tasks, projects or areas of responsibility and organizes workload and priorities of subordinates.

Monitors staffing levels by reviewing daily and monthly assignment sheets and/or time-off requests to ensure adequate staffing is maintained; monitors subordinates' use of sick leave and overtime to make sure proper forms are completed and to detect problems.

Prepares written reports and correspondence such as justifications for supplies and equipment, forecasts of radio needs, program development and implementation information, and research results on topics.

Coordinates, supervises and/or performs MULES, Basic Communications, and other training duties for the municipal and county departments located within their troop boundaries.

Performs other related duties as assigned.

Communications Responsibilities:

Dispatches (broadcasts), via a radio console, information to patrol units and, when applicable, other agencies, notifying same of items or incidents which require prompt notification and/or action; maintains strict radio discipline at all times by complying with FCC regulations and Communications Division policies/procedures in transmission of all radio traffic.

Receives and disseminates information received from patrol units who self-initiate enforcement action; coordinates the response of back-up units and/or mutual aid as required.

Maintains proper records of all patrol units dispatched (unit self-initiated and assigned); monitors dispatched unit's activities and receives and transmits to field units updated information as it is received.

Dispatches (broadcasts) daily summaries to patrol units of pertinent information such as officer safety items, wanted persons, stolen vehicles and other items of interest (e.g., bank robberies, death of members, funeral arrangements, etc., or urgent items which are inappropriate to be handled by mail or telephone).

Dispatches (broadcasts) administrative and fixed format messages to law enforcement agencies in and outside the state pertaining to law enforcement activities.

Answers emergency telephone calls received from the public; questions callers to determine the nature of the call, whether a response is necessary and what type of assistance or information is needed; dispatches via a radio console, emergency calls requiring response according to priority and availability of field units.

Answers non-emergency calls and provides routing non-technical information upon request (e.g., information on road conditions, traffic reports, etc.); refers questions to the proper authority/agency.

Retrieves and accurately relays to requesting patrol units information contained in the Missouri State Highway Patrol computer system (MULES) and other associated computer systems (e.g., information regarding motor vehicles, drivers' licenses, wants and warrants, stolen property, guns, etc.).

Enters information on wanted persons, stolen property, motor vehicle information, etc., into the appropriate computer systems.

Monitors and responds to teletype messages; transmits by teletype emergency bulletins, weather watches, advisories, and other pertinent information to the appropriate entities.

Monitors National Warning System (NAWAS); makes notifications regarding severe weather, critical situations, etc., to the appropriate entities; conducts daily roll call tests of NAWAS circuit.

Assists the Special Weapons and Tactics team (SWAT) with communications by setting up, monitoring and communicating from the command post.

Greets walk-in visitors and answers routine, non-technical inquiries as requested.

Technical Responsibilities:

Monitors, maintains and "troubleshoots" computer system and other station computer systems and printers; designs, maintains and updates computer database programs and files; assists other agencies with computer problems when requested.

Repairs station radio transmission and other designated electronic equipment by performing testing, diagnosis, removing, and installing parts/components, etc.

Monitors, services and performs back-up procedures for high power base station transmitters and station power generator.

Maintains, repairs and installs in-house telephone system as well as radio and other designated electronic equipment on patrol cars.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Communications: Must have the ability to actively listen to others for understanding of their needs and situations; ability to speak English with sufficient clarity to be understood by others on the telephone, radio or in person. Must be able to assertively control conversations in order to quickly and accurately gather pertinent information and be able to communicate this information professionally and precisely to the proper recipient. Must be able to read and understand written correspondence, memoranda, and directives. Must have the ability to report events and information in writing legible and accurately, using proper English grammar, spelling and structure.

Decision-making: Must have the ability to act in a decisive manner, using good judgment. Must have the ability to maintain objectivity in the decision-making process. Must have the ability to effectively prioritize situations and information and make appropriate decisions based on information received. Must have the ability to learn and apply new information. Must have the ability to handle a variety of rapidly flowing information at one time. Must have the ability to remember numerous details.

Interpersonal Relationships: Must be consistent in dealing with people. Must be able to detach callers' emotions, yet project an image of empathy (e.g., avoid personal involvement). Must have the ability to maintain appropriate and constructive behavior and attitude in response to difficult or adverse situations. Must have the ability and willingness to accept responsibility for actions. Must have the ability to work cooperatively with others. Must have the ability to foster teamwork and motivate others to work productively together.

Professional Attitude: Must have the ability to act in a mature, dependable fashion; ability and willingness to maintain dependable work habits such as reporting to work on time, with little prompting and intervention. Must represent the organization to other agencies and citizens with a courteous, helpful, accurate and business-like attitude in all radio, telephone, and personal contact. Must have the willingness and ability to respect private, confidential information. Must have the ability to support and carry out directives.

Quality of Work: Must be able to provide high quality, accurate work. Must be able to perform multiple tasks simultaneously. Must be able to do several things at once on time and remain focused under stress. Must have the ability to adjust to new or unique situations. Must have the ability to properly understand and interpret computer software. Must have the ability to successfully "troubleshoot" and repair electronic equipment.

Supervisory Duties: Must have the ability to supervise the actions of others dealing with subordinates in a fair and objective manner. Must have the ability to effectively evaluate the performance of individuals, which indicate the need for additional training, discipline, or supervisory counseling. Must have the ability to recognize and commend superior performance. Must have the ability to evaluate personnel needs and workloads. Must have the ability to implement changes in current procedures to eliminate backlogs, streamline operations and accomplish work more effectively.

Physical Abilities: Must have the ability to hear and understand sound sources coming through a communications headset and/or radio and/or standard telephone receiver. Must have the ability to hear and understand other outside sound sources while wearing a communications headset (i.e., the ability to hear sound sources not coming through the headset). Must have the ability to read and discern visual images on a variety of media, including the ability to read and understand maps. Must have the ability to type 25 wpm accurately on a computer keyboard. Must have the ability to record names and numbers accurately (e.g., not transpose numbers and/or letters). Must have the ability to simultaneously operate a multi-screen computer, logging screen, microphone, and various receivers. Must be able to distinguish colors as displayed on a computer screen, electronic components and wires.

Technical Knowledge: Must acquire and maintain a working knowledge of communications equipment, practices and procedures including but not limited to:

Knowledge of functions and operations of radio console, telephone console, teletype, call logging recorder, data entry, facsimile machine, and other station equipment.

Knowledge of basic telephone and radio techniques/procedures for dispatching response units and handling incoming emergency or non-emergency calls.

Knowledge of the procedures for broadcasting potentially dangerous information.

Knowledge of the laws and restrictions for accessing and dispensing criminal history and other information obtained during the course of duty.

Knowledge of FCC rules and regulations applicable to radio broadcasts.

Knowledge of basic law enforcement complaint/dispatching terminology and codes.

Knowledge of proper responding agencies for various types of calls.

Knowledge of proper use of MULES and associated computer systems and functions.

Knowledge of geographical area the Troop Communications Center serves.

Knowledge of Communications Division policies and procedures and the proper preparation of required reports, logs, and forms.

Knowledge of the methods, tools, and practices used in the maintenance and repair of electronic communications and related equipment.

Knowledge of general supervisory principles and practices.

Knowledge of federal personnel laws covering employees.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

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

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned, to include all shifts of a 24-hour per day period and be available for emergency call-in overtime.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED:
(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Possession (preferred but not required) of a General Class Radiotelephone license issued by the Federal Communications Commission or a certificate of technician competency issued after examination by a communications industry association recognized and endorsed by the F.C.C., such as PCIA, NABER, ISCET, APCO or NARTE.

Must have served a minimum of one year as an Assistant Chief Operator and meet the qualifications outlined in Section 43.060 RSMo.

NECESSARY SPECIAL REQUIREMENTS:

Successful completion of the Patrol's Supervision School and other management related courses within 12 months of appointment or as soon as scheduling will allow.

Must be a resident of Missouri throughout employment.

Must possess and maintain MULES and NCIC certification throughout employment.

Must be of good moral character and never been convicted of a felony or any crime involving moral turpitude.

Pursuant to General Order 26-04, uniformed civilian employees hired after January 25, 1995, will not have tattoos/brands that a reasonable person would find offensive, such as tattoos/brands depicting or supporting criminal behavior, drug usage, nudity, profanity, promiscuity, subversive groups, bigotry, etc. Applicants will no longer be hired for uniform civilian positions if they have any tattoos/brands on the head, neck, hands, below the upper six-inch portion of the arms, or any other part of the body, which would be visible while in uniform. Radio Personnel will adhere to hair regulations pertaining to length, style, and color. Radio Personnel will adhere to restrictions that limit the type and style of jewelry displayed or discernable on other parts of the body. Radio Personnel will not wear any personal or elective item that has the potential to inhibit clear speech during routine and emergency situations. These items include, but are not limited to, tongue jewelry, studs, inserts or item associated with mouth and tongue piercing.

FLSA STATUS: Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.