



Classification: Communications Operator III
Title Code: V07446
Pay Range: E04

POSITION SUMMARY:

This is an accomplished operation employee with the same public safety communication responsibilities as Communications Operator I and II. The employee in this position serves as a lead worker to lower level operators. The employee performs full functioning communications work by handling radio traffic both to and from patrol units and other law enforcement agencies; answering incoming emergency and non-emergency telephone calls from the public and other law enforcement entities; works both broadcast and desk operations entering, retrieving and disseminating information in the Missouri State Highway Patrol computer system (MULES) and associated computer systems (NCIC, NLETS, DOR, ALERT, REJIS). Employee may be involved with performing the operation, maintenance, and construction of the key components utilized throughout the Patrol's radio network. The employee is required to perform shift work (e.g., evenings, midnights, weekends, and holidays).

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.)

Leadership Responsibilities:

Monitors phone and radio communications of radio personnel to ensure compliance with rules, regulations, and standard operating procedures.

Provides direction, guidance, coaching, and counseling to radio personnel. Provides feedback after incidents or events to assist in critiquing performance and developing more effective ways of handling future situations.

Assists with on-the-job training of new employees. Monitors and assesses new employees performance to ensure compliance with rules, regulations, and standard operating procedures.

Keeps the Chief Operator informed of issues impacting communications center operation and proposes courses of action to effect resolution.

Acts as "operator-in-charge" in the absence of supervisory personnel, accepting responsibility for station operation and on-duty personnel performance.

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. Complies 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.

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Retrieves and 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.).

Maintains proper records of all patrol units dispatched (self-initiated and assigned). Monitors dispatched units' 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 nonemergency calls and provides nontechnical information upon request (e.g., information regarding road conditions, etc.) and refers all other questions to the proper person or agency.

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 and 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.

Completes required reports and logs and orders supplies as needed.

Monitors, maintains, and "troubleshoots" station computer systems and printers. Designs, maintains and updates computer databases, spreadsheets, and files. Assists other agencies with computer problems when requested.

Answers incoming telephone calls and records and logs all calls requiring departmental action; assists callers and/or forwards calls to appropriate personnel.

Coordinates the flow of information during critical situations (e.g., flood, manhunt, bank robbery, murder, etc.) between officers, troops staff, headquarters staff, communications personnel, media, and the public.

Responds to or refers to appropriate personnel all telephone and in-person inquiries pertaining to Patrol operations manual, department directives, Missouri statutes, new or proposed legislation, motor vehicle laws, criminal code violations, current events, travel information, and county officials in the troop.

Reports to appropriate personnel or handles within their scope of training, all service difficulties with telephones, telephone console, radio system, and/or computer system in an effort to expedite the resolution of technical problems to ensure safety of troopers, other field personnel, and the public.

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Relays (broadcasts) via telephone, information to patrol personnel and, when applicable, other agencies, notifying the same of items or incidents which require prompt notification and/or action; maintains strict telephone discipline at all times; complies with Communications Division policies/procedures in proper telephone technique and release of information.

Retrieves and disseminates information received via telephone from patrol officers; assists in coordinating events when an interagency mutual aid response is required.

Maintains proper records of all appropriate events requiring a call for service.

Receives and relays to appropriate dispatch personnel updated information as it is received.

Maintains adequate files (e.g., manual folders or electronic files) on a variety of subjects so that prompt, accurate information can be retrieved to answer questions from road troopers, other police agencies, and the public.

Notifies the troop commander or officer-in-charge of significant occurrences happening in the troop after hours; gives status report to relief personnel within established shift change times and guidelines.

Serves as a lead worker.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Communications:

Must have the ability to actively listen to others for understanding of their needs and situations; must have the 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 legibly and accurately, using proper English grammar, spelling, and structure.

Must have the ability to act in a decisive manner, using good judgment. Must have the ability to maintain objective 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.

Must be consistent in dealing with people; must be able to detach from callers' emotions, yet project an image of empathy (i.e., 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 criticism and/or discipline; must have the ability to work cooperatively with supervisors and establish cohesive, effective relationships with peers (i.e., teamwork abilities).

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

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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.

Must be able to provide high quality, accurate work. Must be able to perform multiple tasks simultaneously 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 monitor and deal with the actions of others in a fair and objective manner in accordance with Patrol and Division policies. Must have the ability to recognize symptoms in performance of radio personnel, 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 implement changes in current procedures to eliminate backlogs, streamline operations, and accomplish work effectively.

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 be able to type at least 25 wpm, after adjustment for errors, on a standard computer terminal keyboard. Must have the ability to record names and numbers accurately (i.e., 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.

Must possess and maintain a technical working knowledge of communications equipment, practices and procedures including but not limited to:

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

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

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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 day 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 five (5) years with the Communications Division under Chapter 43; to include successful completion of two years as a Communications Operator II.

NECESSARY SPECIAL REQUIREMENTS:

Must be a resident of Missouri throughout employment.

Must possess and maintain MULES and NCIC certification throughout employment.

Must be of good 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: Non-Exempt

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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.