



**Classification:** Section Chief - Operations  
**Title Code:** V07439  
**Pay Range:** E07

### **POSITION SUMMARY:**

The Section Chief - Operations is responsible for the operation, policies, and procedures of the Division. This person must be very knowledgeable of all aspects of the operations and duties of communications personnel, and is responsible for all operations and activities related to the division's involvement with the MULES/NCIC/NLETS telecommunications systems, as well as the Patrol's radio and telephone network.

### **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.)

Maintains liaison with Troop Chief Operators in order to better supervise, coordinate, and direct the operation of the division.

Supervises the efforts of communications personnel involved with the statewide training programs.

Develops and maintains all division Standard Operating Procedures and provides draft proposals for general orders impacting the Communications Division.

Coordinates for uniformity the efforts of communications personnel engaged in the development and operation of troop computer applications.

Coordinates assignments and activity of Communications Division personnel for special events and incident responses.

Oversees recruiting, selection, and promotional processes for the division.

Advises and assists the Director and Assistant Director in matters pertaining to the activities of the division.

May serve as Acting Director/Assistant Director of Communications if so designated.

Performs other related work as assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Working knowledge of the telecommunications systems utilized by the Patrol, including telephone, data wiring topology, wired and wireless communications infrastructure.

Working knowledge of the policies and procedures of the Operations Section, Technical Section, and Special Projects Section of the Communications Division and how they cooperatively support the general responsibilities of the division.

Knowledge of Federal Communications Commission and Federal Aviation Administration rules and regulations that pertain to the Patrol, and procedures required to achieve and maintain compliance.

**Classification:** Section Chief - Operations

**Title Code:** V07439

**Pay Range:** E07

Page 2

Knowledge of the basic principles and techniques of supervision.

Ability to plan, assign, and direct the work of others.

Ability to establish and maintain effective working relations with others.

Ability to work closely with others as a cooperative team and display team leadership.

Ability to motivate employees to work in an efficient manner.

Ability to communicate effectively in oral and written form.

Ability to understand and follow written and oral instructions.

Ability to make decisions in accordance with laws, policies, and regulations and apply these to work problems.

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.

**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.)

Must possess 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 FCC, such as NABER, ISCET, APCO or NARTE.

Must have served a minimum of one year as a Chief in the Technical or Operations Section, Chief Training Operator, or a combination thereof.

**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.

**Classification:** Section Chief - Operations

**Title Code:** V07439

**Pay Range:** E07

Page 3

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.