

Opening Date: July 1, 2011

Closing Date: July 29, 2011

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**JOB OPPORTUNITY BULLETIN**  
**MISSOURI STATE HIGHWAY PATROL**  
**COMMUNICATIONS DIVISION**

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**TITLE:** Probationary Communications Operator

**LOCATION:** All Troop Locations Statewide

**FACILITATOR:** Amanda Renn  
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**DESCRIPTION:** The Probationary Communications Operator position is assigned to each troop headquarters. These positions are classified as non-exempt under the Fair Labor Standards Act. The work location and official domicile for these positions are listed below.

Troop A, Lee's Summit  
Troop B, Macon  
Troop C, Weldon Spring

Troop D, Springfield  
Troop E, Poplar Bluff  
Troop F, Jefferson City

Troop G, Willow Springs  
Troop H, St. Joseph  
Troop I, Rolla

**POSITION SUMMARY:** 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 nonemergency 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 work is performed under close supervision of a Communications Training Officer and/or designated supervisor. The employee is required to perform shift work (e.g., evenings, midnights, weekends, and holidays). *(For a more detailed job description go to:* <http://www.mshp.dps.missouri.gov/MSHPWeb/PatrolDivisions/HRD/Civilian/CivilianJobDescriptions/salarySchedule.html>*.)*

**QUALIFICATIONS:** Graduation from high school or equivalent certification recognized by the Missouri State Department of Education. Also, it is desired the applicant have two years experience and/or education in mass communications; criminal justice; broadcasting; law enforcement; military police or communications; emergency services dispatcher, telecommunicator, or call taker; air traffic controller; technical expertise; amateur radio "technician class" or higher class radio license; etc., and must meet the qualifications outlined in Section 43.060 RSMo.

All applicants must possess the ability to type a minimum of 25 net words per minute.

\*All new Probationary Communications Operators will be required to attend training in Jefferson City at the Missouri State Highway Patrol Academy, for a minimum of five weeks.

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 uniformed 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.

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**SALARY RANGE:** The minimum starting salary is \$1,436.00 (semi-monthly).

**APPLICATION PROCEDURE:** Individuals interested in the Probationary Communications Operator positions **must submit** the Patrol's on-line application **and complete a required typing test** at [www.assesstyping.com/test/start?accountid=mshp-hrd](http://www.assesstyping.com/test/start?accountid=mshp-hrd) on or before the deadline of July 29, 2011. Resumes will not be accepted in lieu of the application. Please visit our website at [www.mshp.dps.mo.gov](http://www.mshp.dps.mo.gov) to complete our **on-line** Application for Civilian Employment (ACE).

Individuals who have completed a paper application for a position within the last twelve months must complete a new on-line application in the ACE system.

Current employees who meet the minimum qualifications set forth in the Probationary Communications Operator job description may apply through the Human Resources Division. Current employees must submit *both* the Patrol's on-line application and a SHP-15, intradepartmental letter of application, which includes a resume, through channels prior to the application deadline, **and complete a required typing test** (<http://mshp-hrd.AssessTyping.com>). \*\*Applications for lateral transfer will be considered before those involving reclassification.\*\*

**TESTING AND INTERVIEW PROCESS:** Written examination scheduling will be determined in the order that applications are received and by first available date. Written examinations will be held at the Training Academy, General Headquarters, Jefferson City, Missouri, on the following dates:

**Saturday, August 13, 2011**

**Sunday, August 14, 2011**

**Tuesday, August 16, 2011**

Additional testing dates of Saturday, August 20, 2011, and Sunday, August 21, 2011, will also be available *only* if the number of processed applications exceeds the capacity we are allotted on the first three scheduled dates.

The testing will take approximately four hours and consists of two examinations: EEP Assessment Package (position compatibility, multi-tasking, and mental ability) and CritiCall (skills and abilities related to dispatching).

Interview boards will be held in Jefferson City, Missouri, approximately one month after the written examinations. The tentative start date for these positions is October 15, 2011, but may be later due to unforeseen circumstances. The five-week training in Jefferson City is tentatively scheduled to start in early spring of 2012.

Some Patrol duties relate to criminal activity. Therefore, employees may be exposed to written material, photographs, and/or verbal language of a sexual nature. The requirements of this position are not intended to create a hostile work environment; however, it is work of an extremely sensitive nature. A copy of the Missouri State Highway Patrol policy on sexual harassment is available upon request.

**NOTE:** Final selection may be based upon several factors, e.g., results of an oral interview, written examination or exercise, review of past work performance, performance evaluations and/or candidate's possession of the knowledge, skills and abilities deemed necessary for successful performance in the job.

Once a job offer has been made, employment with the Missouri State Highway Patrol is contingent upon the successful results of a Patrol administered drug test and favorable background investigation.

**EEO STATEMENT:** The Missouri State Highway Patrol is an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, color, religion, sex, age, national origin, veteran status, ancestry, sexual orientation, or disability.

**\*\*\*Missouri State Highway Patrol\*\*\*  
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