

Class Concept

This is supervisory work at one of the Highway Patrol's telecommunications centers. Employees direct the operations of an assigned shift through supervision of several Patrol Tele-communicators. Employees assign tasks, direct the more complex or critical operations, provide on-the-job training to trainee tele-communicators, and review work for accuracy and completeness. Work is performed under the general supervision of a Patrol Telecommunications Center Supervisor and is evaluated through review of shift reports.

Recruitment Standards

Knowledge, Skills, and Abilities

- Working knowledge of the Federal Communications Commission rules and regulations pertaining to the transmission of messages by radio.
- Working knowledge of the rules, regulations, and operations of Federal and State law enforcement agencies.
- Working knowledge of the operation of multi-channel telecommunications equipment and computer terminals.
- Working knowledge of State motor vehicle laws.
- Ability to speak clearly and distinctly.
- Ability to efficiently direct receipt and transmission of communications messages while working under pressure caused by volume of messages or criticality of the situation.
- Ability to provide on-the-job training to trainee tele-communicators.
- Ability to review work and to provide instruction to subordinate tele-communicators.
- Ability to direct communications activities in especially critical situations.

Minimum Education and Experience

High School or General Educational Development (GED) diploma and 2 years of experience as a Tele-communicator; or an equivalent combination of education and experience

Necessary Special Qualifications

Must meet the applicable education, employment, and training standards as required to be Department of Criminal Information (DCI) certified; must be DCI certified or become certified within 120 days of employment.