

Class Concept

This is supervisory and administrative work at one of the Highway Patrol's telecommunications centers. Employees direct the twenty-four hour per day operations and staffing of the center, provide on-the-job training to shift supervisors and tele-communicators, and reviews the work of staff recommending and effecting remedial actions where necessary. Work is performed under administrative supervision and is evaluated through analysis of the efficiency and effectiveness of the center's operation.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of the Federal Communications Commission rules and regulations pertaining to the transmission of messages by radio.
- Thorough knowledge of the rules, regulations, and operations of Federal and State law enforcement agencies.
- Thorough knowledge of the operation of multi-channel telecommunications equipment and computer terminals.
- Thorough knowledge of State motor vehicle laws.
- Ability to speak clearly and distinctly.
- Ability to efficiently direct the receipt and transmission of communications messages while working under pressure caused by volume of messages or criticality of the situation.
- Ability to maintain necessary logs and operational records.
- Ability to direct multi-shift operations.
- Ability to communicate with user agency's personnel.
- Ability to maintain employee morale and to maintain a proficient level of center performance.
- Ability to evaluate center operation and to recommend improvements in operation.

Minimum Education and Experience

High School or General Educational Development (GED) diploma and 4 years of experience as a Tele-communicator including 1 year of supervisory experience; 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.