

Class Concept

Work in this class involves receiving and sending messages to field law enforcement personnel, primarily within the Highway Patrol. Employees in this class operate multi-channel telecommunications consoles in receiving messages from field personnel, transmitting replies, messages, and other information to field personnel according to agency procedures. Work is performed under the general supervision of a Patrol Telecommunications Shift Supervisor and is evaluated through observation of work and the completeness and content of reported activities.

Recruitment Standards

Knowledge, Skills, and Abilities

- Basic knowledge of the Federal Communications Commission rules and regulations pertaining to the transmission of messages by radio.
- Basic knowledge of the rules, regulations, and operations of federal and state law enforcement agencies.
- Basic knowledge of the operation of multi-channel telecommunications equipment and computer terminals.
- Basic knowledge of state motor vehicle laws.
- Ability to speak clearly and distinctly.
- Ability to efficiently receive and transmit communications messages while working under pressure caused by volume of messages or criticality of the situation.

Minimum Education and Experience

High School or General Educational Development (GED) diploma and demonstrated ability to type and work efficiently under pressure; 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.