

Class Concept:

The Special Operations Intelligence Unit Telecommunicator Supervisor (SOTS) serves as a shift supervisor of the Special Operations Intelligence Unit Telecommunicators (SOT) on an assigned shift. This position must perform the essential duties of a SOT and direct the operations of an assigned shift. The SOTS will be responsible for staff scheduling, training, development and performance management. The position will be responsible to provide accurate and timely information that is coherent and effective in assisting other agencies with appropriately assisting staff and facilitating safe operations.

The SOTS will assist other management in the planning and development of internal policies, procedures, and SOP to improve Communications Center operations. Work is evaluated through analysis of the efficiency and effectiveness of the Communications Center.

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 the rules and state/federal laws governing the operation of a criminal information terminal.
- Working knowledge of and the ability to train others in the use of the VIPER communication system and Computer Aided Dispatch (CAD) System.
- Ability to speak clearly and distinctly.
- Ability to provide courteous and tactful communication and exercise independent critical thinking during ongoing and critical situations.
- 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 new telecommunicator staff.
- Ability to review work and to provide instruction to subordinate telecommunicator staff.
- Ability to direct communications activities in especially critical situations.

Minimum Education and Experience:

High school diploma or General Educational Development (GED) diploma and two years of progressively responsible telecommunicator experience, including one year as a lead worker; 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.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.