

Class Concept:

Work in this class involves receiving and sending messages for telecommunications and daily operation of the VIPER communication and CAD system for the Department of Adult Corrections & Juvenile Justice (DACJJ) and the National Crime Information Center terminal systems. 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. Position assesses situations, determines the response activities that are required, and performs documentation and notification of State agencies. May coordinate and provide information to law enforcement and emergency response personnel. May access sensitive databases and other information sources as needed. Work is performed under the general supervision of a SOIU Telecommunicator 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 transmission of messages and radios.
- Basic knowledge of the operation of multi-channel telecommunications equipment and computer terminals.
- Knowledge of computer operations sufficient to enter, retrieve and manipulate data.
- Effectively prioritize situations and make decisions based on the information received.
- 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.
- Able to handle multiple tasks to receive and communicate information to and from several sources ensuring calls for service are dispatched and monitored in a timely manner.

Minimum Education and Experience

High School or General Educational Development (GED) diploma and two years of dispatcher experience and work efficiently under pressure; or an equivalent combination of education and experience.

Necessary Special Qualifications

Must meet 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 and maintain certification by recertification every 2 years.