



RADIO PERSONNEL JOB FAMILY

CAREER PATH

Telecommunicator Apprentice

This specialized position includes various functions related to the desk operation and management of the Patrol's telephone communication system at the troop headquarters. Duties include answering emergency and nonemergency telephone calls from the public or other law enforcement entities, accurately retrieving/disseminating information within assigned computer systems and databases (e.g., (MULES, NCIC, NLETS, DOR, ALERT, REJIS, etc.), and promptly relaying/disseminating information to appropriate personnel in accordance with Patrol standards and procedures. Shift work (e.g., evenings, weekends, and holidays) is required for this position.

Knowledge, Skills, and Abilities

Possess and demonstrate successful English language skills via all modes of communication.

Ability to read and comprehend written materials, as well as effectively and accurately document information received.

Ability to research, gather, correlate, and analyze facts to develop reports, charts, recommendations, and/or solutions in the performance of duties including comprehensive analysis and problem solving.

Knowledge of and successful application of communications computer equipment and associated software/databases in the performance of duties.

When performing duties, demonstrate understanding and successful use of the principles and practices of project management techniques.

The ability to understand and successfully interpret, explain, and apply all assigned areas of communications within the Patrol systems.

Applicable knowledge and ability to demonstrate an understanding of laws, principles, agency policies, procedures, rules, and regulations in the performance of duties.

Ability to demonstrate successful performance and adherence to the rules of conduct for Patrol employees in accordance with General Order 26-02, as well as all other applicable agency policy and procedures.

Ability to demonstrate successful performance and adherence to policy and procedure in the care and maintenance of restricted and confidential information in the performance of duties.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.)

Ability to work in stressful situations associated with answering emergency and nonemergency calls in the performance of duties.



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Possess and demonstrate successful management and prioritization of work within predetermined deadlines and stressful/adverse situations.

Ability to successfully work as a team member and positively interact with a variety of people from diverse backgrounds.

Ability to work a variety of shifts and hours assigned.

Minimum Requirements *(The following represents the minimum qualifications for applicant acceptance. An equivalent substitution may be permitted in case of deficiencies in either experience or education.):*

High school diploma or equivalent.

Must be a United States Citizen, a permanent resident, or a legal resident of a country participating in the Visa Waiver Program (VWP).

Must be at least 18 years of age, but less than 21 years of age at the time of employment.

Must be a resident of Missouri at the time of appointment and must maintain that resident status.

Per General Order 26-07, uniformed civilian employees will not have tattoos or brands on the head, neck, wrists, or hands. The sole exception is that one traditional band style ring tattoo may be displayed on a single finger. Any ring tattoo will not extend beyond the proximal phalanx.

Tattoos and/or brands on any other part of a member or uniformed civilian's body, which would be visible during movements in the performance of their duties while wearing any official uniform or civilian attire, will be completely covered and not visible while on duty.

Shall not have any conviction, indictment or pending litigation for any offense involving moral turpitude.

Must successfully complete the Patrol's Basic Communications School within the period not to exceed six months.

Must successfully complete the MULES Training School and possess MULES Certification within a period not to exceed six months.

Must successfully complete a twelve-month training period.



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Necessary Special Requirements

Documented successful completion of at least 26 hours of professional skill development and leadership training each calendar year.

Individuals in this role will be transitioned into the communications operator trainee program upon reaching the age of 21.

Pay grade: 18

FLSA Status: Non-exempt

Work Schedule: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.

Effective: 06/22/2026

Reviewed: 06/22/2026

Revised: --