



Classification: Telecommunicator

Title Code: V07226

Pay Range: 18

POSITION SUMMARY: This is a specialized position where the employee performs various functions related to the desk operation and the operation of the Patrol's communication system at the troop headquarters. Duties include answering emergency and nonemergency telephone calls from the public and other law enforcement entities, and accurately retrieves and disseminates information in the Missouri State Highway Patrol computer systems (MULES) and associated computer system (NCIC, NLETS, DOR, ALERT, REJIS). The employee is required to perform shift work (e.g., evenings, weekends, and holidays).

DESCRIPTION OF DUTIES PERFORMED: (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Answers incoming telephone calls and records on the telephone log all calls requiring departmental action; assists callers and/or forwards calls to appropriate personnel.

Coordinates the flow of information during critical situations (e.g., flood, manhunt, bank robbery, murder, etc.) between officers, troop staff, headquarters staff, communications personnel, media, and the public.

Responds to telephone and in-person inquiries pertaining to Patrol operations manual, department directives, Missouri statutes, new or proposed legislation, motor vehicle laws, criminal code violations, current events, travel information, and county officials in the troop.

Retrieves appropriate information from NCIC, MULES, and Department of Revenue computer files to answer requests and provide information to authorized individuals.

Reports service difficulties with telephone console and system and/or computer system to appropriate communications personnel; attempts to expedite the resolution of technical problems to ensure safety of road troopers and the public.

Relays (broadcasts), via telephone, information to Patrol personnel and, when applicable, other agencies, notifying same of items or incidents which require prompt notification and/or action; maintains strict telephone discipline at all times; complies with Communications Division policies/procedures in proper telephone technique and release of information.

Receives and disseminates information received via telephone from Patrol officers; assists in coordinating events when an interdepartment mutual aid response is required.

Maintains proper records of all appropriate events requiring a call for service.

Receives and relays to appropriate dispatch personnel updated information as it is received.

Maintains adequate files (e.g., manual folders or electronic files) on a variety of subjects so that prompt, accurate information can be retrieved to answer questions from road troopers, other police agencies, and the public.

Notifies the troop commander or officer-in-charge of significant occurrences happening in the troop after hours; gives status report to relief Telecommunicator upon completion of shift.

Maintains security for the troop headquarters by monitoring all who enter and leave the building; assures all entrances/exits and windows are secure after hours; makes regular rounds of the building and grounds as prescribed by command staff.

Remains current on the content of dispatches (broadcasts) and daily summaries to patrol units of pertinent information such as officer safety items, wanted persons, stolen vehicles and other items of interest (e.g., bank robberies, death of members, funeral arrangements, etc., or urgent items which are inappropriate to be handled by mail or telephone).

Stays familiar with administrative and fixed format messages to law enforcement agencies in and outside the state pertaining to law enforcement activities.

Answers emergency telephone calls received from the public; questions callers to determine the nature of the call, whether a response is necessary and what type of assistance or information is needed; relays via CAD or telephone information concerning routine and emergency calls requiring response, according to priority and availability of field units.

Answers nonemergency calls and provides routine nontechnical information upon request (e.g., information regarding road conditions, etc.) and refers all other questions to the proper person or agency.

Retrieves and accurately relays to authorized individuals, information contained in the Missouri State Highway Patrol computer system (MULES) and other associated computer systems (e.g., information regarding motor vehicles, drivers' licenses, wants, and warrants, stolen property, guns, etc.).

Monitors NAWAS system; makes notifications regarding severe weather, critical situations, etc., to the appropriate entities.

Performs miscellaneous clerical functions such as completing required reports and logs, filing teletype traffic and warrants, etc., copying and entering radio reports and ordering needed supplies.

Greets walk-in visitors and answers routine, nontechnical in-person inquiries as requested.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Knowledge of the fundamentals of oral and written communication.

Ability to learn basic telephone techniques/procedures for collecting information to be forwarded to dispatch personnel for broadcast to response units.

Ability to properly handle incoming emergency or nonemergency calls.

Ability to learn the laws and restrictions for accessing and dispensing information obtained during the course of duty.

Ability to learn basic law enforcement terminology and codes.

Ability to learn proper responding agencies for various types of calls.

Ability to learn proper use of MULES and associated computer systems and functions.

Ability to learn the geographical area the Troop Communications Center serves as well as basic geographic information about the State of Missouri.

Ability to learn the Communications Division policies and procedures and the proper preparation of required reports, logs and forms.

Ability to exercise diplomacy and patience in dealing with individuals.

Ability to locate sources of information in order to respond to a variety of inquiries.

Ability to differentiate confidential information from information that may be communicated.

Ability to communicate effectively in oral and written form.

Ability to follow oral and written instructions.

Ability to accurately remember required information (e.g., names, personnel, dates, geographical locations, etc.).

Ability to ask questions necessary to assess what information is needed.

Ability to handle hostile and heated situations from the public diplomatically.

Ability to deal with individuals from a variety of ethnic and educational backgrounds.

Ability to perform shift work to include evenings, weekends, and holidays.

Ability to keep manual and computer logs.

Ability to prioritize and coordinate the flow of information during critical situations.

Ability to detach from callers' emotions, yet project an image of empathy (i.e., avoid personal involvement).

Ability to maintain appropriate and constructive behavior and attitude in response to difficult or adverse situations.

Ability and willingness to accept criticism and/or discipline.

Ability and willingness to accept responsibility for actions.

Ability to work cooperatively with supervisors and establish cohesive, effective relationships with peers (i.e., teamwork abilities).

Ability and willingness to maintain dependable work habits such as reporting to work on time, with little prompting and intervention.

Ability to represent the organization with a courteous, helpful, accurate and businesslike attitude in all contacts whether on duty or off.

Ability to respect private, confidential information.

Ability to support and carry out directives.

Ability to provide high quality, accurate work.

Ability to perform multiple tasks simultaneously and remain focused under stress.

Ability to adjust to new or unique situations.

Ability to hear and understand sound sources coming through a communications headset and/or standard telephone receiver.

Ability to hear and understand other outside sound sources while wearing a communications headset or using a standard telephone receiver (i.e., the ability to hear sound sources not coming through either device).

Ability to read and discern visual images on a variety of printed and electronic media, including, but not limited to, the ability to read and understand maps.

Ability to record names and numbers accurately.

Ability to actively listen to others for understanding of their needs and situations.

Ability to speak English with sufficient clarity to be understood by others on the telephone or in person.

Ability to control conversations in order to quickly and accurately gather pertinent information and be able to communicate this information professionally and precisely to the proper recipient.

Ability to read and understand written correspondence, memoranda and directives.

Ability to report events and information in writing legibly and accurately using proper English grammar, spelling and structure.

Ability to act in a decisive manner using good judgment.

Ability to maintain objectivity in the decision-making process.

Ability to effectively prioritize situations and information and make appropriate decisions based on information received.

Ability to handle a variety of rapidly flowing information at one time.

Ability to remember numerous details.

Ability to remain seated at the same workstation for extended periods of time.

Ability to type at least 25 words per minute, after adjustment for errors, on a standard computer terminal keyboard.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

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 hours as assigned. Ability to work all shifts of a 24-hour per day period and be available for emergency call-in overtime.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED: (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Possession of a high school diploma or equivalent.

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

Must be at least twenty-one years of age at the time of appointment.

Must be of good character and never been convicted of a felony or any crime involving moral turpitude.

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

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.