



## **RADIO PERSONNEL JOB FAMILY**

### **CAREER PATH**

#### **Chief Operator**

An employee in this position is accountable for ensuring the efficient and effective operation of the assigned Troop Communications Center. The employee is responsible for the complete operation of that station including radio personnel, desk personnel, and new operator and MULES agency training. The employee assures station records are maintained and the troop communications equipment is functioning properly. The employee is a working supervisor and has the same public safety communication and technical responsibilities as a Communications Operator. The employee is accountable for knowing and performing all functions associated with communications work of those they supervise, to include, but not limited to, handling radio traffic both to and from patrol units and other law enforcement agencies; answering incoming emergency and nonemergency telephone calls from the public and other law enforcement entities; work both broadcast and desk operations entering, retrieving and disseminating information accurately in assigned computer systems and databases (e.g., (MULES, NCIC, NLETS, DOR, ALERT, REJIS, etc.) in accordance with expectations and training, as well as accurately relaying and/or disseminating information to appropriate personnel in accordance with expectations and training. An employee may be involved with a combination of other communication related tasks, such as, but not limited to general administrative tasks, training new personnel, technical projects, and /or special or committee assignments. An employee may also be requested to perform the operation, maintenance, and construction of the key components utilized throughout the Patrol's radio network. The employee is required to perform shift work (e.g., evenings, midnights, weekends, and holidays).

#### **Knowledge, Skills, and Abilities**

Extensive knowledge of and the ability to demonstrate understanding and successful interpretation, explanation, and application of all assigned areas of communications, as well as the laws, principles, and practices as they are related to implementation within the agency.

Extensive knowledge of and the ability to demonstrate understanding of the agency's policies, procedures, rules, and regulations in the performance of duties.

Extensive knowledge of and the ability to demonstrate successful use and operation of communications computer equipment, and associated software/databases in the performance of duties.

Extensive knowledge of and the ability to demonstrate understanding and successful use of the principles and practices of project management techniques in the performance of duties.



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Extensive knowledge of and the ability to demonstrate understanding and successful interpretation, explanation, and application of principles and practices of supervisory and management techniques in the performance of duties.

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

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

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

Possess and demonstrate the ability to successfully work as a team member and positively interact with a variety of people.

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

Ability to demonstrate successful performance in the engagement, training, mentoring, and supervision of assigned personnel and support staff.

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

Ability to demonstrate successful performance in researching, gathering, correlating, and analyzing facts to develop reports, charts, recommendations, and/or solutions in the performance of duties.

Ability to demonstrate successful performance in comprehensive analysis and problem solving.

Ability to demonstrate successful performance in comprehensive analysis and problem solving, as well as in following established protocol for providing court testimony.



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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.)

#### **Minimum Requirements**

Must have served a minimum of one year as an Assistant Chief Operator and meet the qualifications outlined in Section 43.060 RSMo.

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

#### **Necessary Special Requirements**

- ❖ Must have successfully completed a job-related examination specified by the Director of Radio.
- ❖ Must be a resident of Missouri and 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 such 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 possess and maintain MULES and NCIC certification.



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- ❖ Documented successful completion of at least 24 hours of state-certified communications continuing education required each three-year counting period in accordance with RSMo 650.340.
- ❖ Documented successful completion of at least 40 hours of professional development and leadership training each fiscal year, in accordance with 1CSR 20-6.010.

**Pay grade:** 4

**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:** 02/01/2025

**Reviewed:** 02/01/2025

**Revised:** --