



RADIO PERSONNEL JOB FAMILY

CAREER PATH

Telecommunicator

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 within assigned computer systems and databases (e.g., (MULES, NCIC, NLETS, DOR, ALERT, REJIS, etc.) in accordance with expectations and training. An employee is also accountable for accurately relaying and/or disseminating information to appropriate personnel in accordance with expectations and training. The employee is required to perform shift work (e.g., evenings, weekends, and holidays).

Knowledge, Skills, and Abilities

Working 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.

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

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

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.

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, as well as work hours as assigned.



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

Ability to demonstrate successful performance in the research, 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 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:

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).

Necessary Special Requirements

- ❖ Must be at least twenty-one 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



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

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: 02/01/2025

Reviewed: 02/01/2025

Revised: --