



Classification: Communications Training Operator (CTO)

Title Code:

Pay Range:

POSITION SUMMARY:

The Communications Training Operator (CTO) serves as the supervisor of training and certification for basic communications and continuing education for communication operations personnel in order to fulfill division responsibilities. This position prepares training plans designed to ensure mandated recertifications are performed. This position guides communications training personnel in the development and administration of instruction, certification, and recertification for basic communications and continuing education of communication personnel. The Director or Operations Section Chief may assign other duties as needed.

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.)

Serves as primary coordinator for field training all radio personnel on the testing and use of emergency equipment maintained by the Patrol.

Coordinates and directs the efforts of all communications training personnel and provides timely updates for training programs.

Works closely with other agencies and components to insure smooth implementation of MULES/NCIC/NLETS standards, procedures and regulations.

Maintains accurate records of all communications training provided at the Academy and at each troop.

Develops and directs the training programs for communications personnel at the Communications Academy and in-service training.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of Federal Communications Commission rules and regulations that pertain to Patrol communications.

Knowledge of applicable state and federal regulations and protocols for the use of sensitive data obtained through computer systems.

Knowledge of techniques of instruction including preparation of lesson plans, training aids, tests and presentation of those items to others of varying skill levels.

Working knowledge of various computer systems and their usage in dispatch situations, training environments and other law enforcement related usage.

Ability to work closely with others as part of a cooperative team while displaying team leadership.

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Ability to understand and follow written and oral direction, as well as communicate with others via those same media.

Ability to plan, coordinate, and evaluate the work of others.

Ability to speak clearly and properly in front of groups of varying sizes.

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.

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.)

Must have served a minimum of five years with the Communications Division under Chapter 43.

NECESSARY SPECIAL REQUIREMENTS:

Must be a resident of Missouri throughout employment.

Must possess and maintain MULES and NCIC certification throughout employment.

Successful completion of the Patrol's Supervision School and other management related courses within 12 months of appointment or as soon as scheduling will allow.

Must successfully obtain a General Class Radiotelephone or General Class Amateur Radio license issued by the Federal Communications Commission, or a certificate of technician competency issued after examination by a communications industry association recognized and endorsed by the F.C.C., such as PCIA, NABER, IS CET, APCO or NARTE within one year of appointment.

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

Pursuant to General Order 26-04, uniformed civilian employees hired after January 25, 1995, will not have tattoos/brands that a reasonable person would find offensive, such as tattoos/brands depicting or supporting criminal behavior, drug usage, nudity, profanity, promiscuity, subversive groups, bigotry, etc. Applicants will no longer be hired for uniform civilian positions if they have any tattoos/brands on the head, neck, hands, below

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the upper six-inch portion of the arms, or any other part of the body, which would be visible while in uniform. Radio Personnel will adhere to hair regulations pertaining to length, style, and color. Radio Personnel will adhere to restrictions that limit the type and style of jewelry displayed or discernable on other parts of the body. Radio Personnel will not wear any personal or elective item that has the potential to inhibit clear speech during routine and emergency situations. These items include, but are not limited to, tongue jewelry, studs, inserts or item associated with mouth and tongue piercing.

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.