

Opening Date: April 7, 2014

Closing Date: May 2, 2014



**INFORMATION & COMMUNICATIONS TECHNOLOGY DIVISION  
MISSOURI STATE HIGHWAY PATROL**

**JOB OPPORTUNITY BULLETIN**

**TITLE: PROBATIONARY COMMUNICATIONS OPERATOR**

**FACILITATOR:** Liz Stokes  
(573) 526-6335  
[liz.stokes@mshp.dps.mo.gov](mailto:liz.stokes@mshp.dps.mo.gov)

**DESCRIPTION:** The Probationary Communications Operator position is assigned to the Missouri State Highway Patrol's Troop A Headquarters. The official domicile for this position is Lee's Summit, Missouri. This position is classified as non-exempt under the Fair Labor Standards Act.

**POSITION SUMMARY:** The employee performs full functioning communications work by 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; works both broadcast and desk operations entering, retrieving and disseminating information in the Missouri State Highway Patrol computer system (MULES) and associated computer systems (NCIC, NLETS, DOR, ALERT, REJIS). Employee may be involved with performing the operation, maintenance, and construction of the key components utilized throughout the Patrol's radio network. The work is performed under close supervision of a Communications Training Officer and/or designated supervisor. The employee is required to perform shift work (e.g., evenings, midnights, weekends, and holidays).

*For a more detailed job description go to:*

<http://www.mshp.dps.missouri.gov/MSHPWeb/PatrolDivisions/HRD/Civilian/CivilianJobDescriptions/salarySchedule.html>.

**QUALIFICATIONS:** Graduation from high school or equivalent certification recognized by the Missouri State Department of Education. Also, it is desired the applicant have two years experience and/or education in mass communications; criminal justice; broadcasting; law enforcement; military police or communications; emergency services dispatcher, telecommunicator, or call taker; air traffic controller; technical expertise; amateur radio "technician class" or higher class radio license; etc., and must meet the qualifications outlined in Section 43.060 RSMo.

All applicants must possess the ability to type a minimum of 25 net words per minute.

\*All new Probationary Communications Operators will be required to attend training in Jefferson City at the Missouri State Highway Patrol Academy, for a minimum of three weeks.

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 uniformed civilian positions if they have any tattoos/brands on the head, neck, hands, below 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.

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**SALARY RANGE:** The minimum starting salary is \$1,485.50 (semi-monthly).

**APPLICATION PROCEDURE:** Individuals interested in the Probationary Communications Operator positions **must complete and submit** the Patrol's on-line application **and take a typing test** (<http://mshp-hrd.AssessTyping.com>) prior to the application deadline. Resumes will not be accepted in lieu of the application. Please visit our website at [www.mshp.dps.mo.gov](http://www.mshp.dps.mo.gov) to complete an **on-line Application for Civilian Employment (ACE)**. Individuals who have previously completed an application must access their profile in the ACE system to re-apply.

Current employees who meet the minimum qualifications set forth in the Probationary Communications Operator job description may apply through the Human Resources Division. Current employees must submit *both* the Patrol's on-line application and a SHP-15, intradepartmental letter of application, which includes a resume, through channels prior to the application deadline, **and complete a required typing test** (<http://mshp-hrd.AssessTyping.com>). **\*\*Applications for lateral transfer will be considered before those involving reclassification.\*\***

**TESTING AND INTERVIEW PROCESS:** Applicants who meet the requirements outlined in the Job Opportunities Bulletin will be scheduled for Employee Evaluation Program (EEP) testing and CritiCall practical examination. Any applicant failing an examination must wait either 90 days or until the next hiring process is initiated, whichever is longer, before retesting.

Scores for any applicant receiving passing scores on both the EEP and CritiCall examinations will be maintained for 12 months. The applicant may reinterview to improve their oral board score during the 12-month time period. After 12 months, the scores will no longer remain in effect and the applicant will be required to reapply for any subsequent hiring process.

Written examination scheduling will be determined in the order that applications are received and by first available date. Written examinations will be held at Troop A Headquarters in Lee's Summit, Missouri on the following dates:

**Wednesday, May 21, 2014**

**Thursday, May 22, 2014**

**Friday, May 23, 2014**

Additional testing dates will be available *only* if the number of processed applications exceeds the capacity we are allotted on the first three scheduled dates.

The testing will take approximately four hours and consist of two examinations: EEP Assessment Package (position compatibility, multi-tasking, and mental ability) and CritiCall (skills and abilities related to dispatching).

Interview boards will be held in Jefferson City, Missouri. They are tentatively scheduled for the week of June 16, 2014. The tentative start date for this position is August 1, 2014, but may be later due to unforeseen circumstances. The three-week training in Jefferson City is tentatively scheduled to start in Fall 2014.

Some Patrol duties relate to criminal activity. Therefore, employees may be exposed to written material, photographs, and/or verbal language of a sexual nature. The requirements of this position are not intended to create a hostile work environment; however, it is work of an extremely sensitive nature. A copy of the Missouri State Highway Patrol policy on sexual harassment is available upon request.

**NOTE:** Final selection may be based upon several factors, e.g., results of an oral interview, written examination or exercise, review of past work performance, performance evaluations, and/or candidate's possession of the knowledge, skills, and abilities deemed necessary for successful performance in the job.

Once a job offer has been made, employment with the Missouri State Highway Patrol is contingent upon the successful results of a Patrol administered drug test and favorable background investigation.

**EEO STATEMENT:** The Missouri State Highway Patrol is an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, color, religion, sex, age, national origin, veteran status, ancestry, sexual orientation, or disability.

**\*\*\*Missouri State Highway Patrol \*\*\*  
Human Resources Division  
1510 East Elm Street, P.O. Box 568  
Jefferson City, Missouri 65101  
Phone: (573) 751-3313  
Fax: (573) 751-9924**