

POSTING DATE: July 24, 2019

CLOSING DATE: August 29, 2019



COMMUNICATIONS DIVISION

MISSOURI STATE HIGHWAY PATROL

CAREER OPPORTUNITY BULLETIN

JOB ID: 1047

TITLE: COMMUNICATIONS OPERATOR TRAINEE

DESCRIPTION: The Missouri State Highway Patrol's Communications Division is conducting a statewide selection process for current Communications Operator Trainee vacancies at the following troop headquarters. These positions are classified as non-exempt under the Fair Labor Standards Act. The official domicile, and the number of current vacancies, for each troop headquarters are listed below.

Troop A Headquarters
Lee's Summit, Missouri
(4 positions)

Troop C Headquarters
Weldon Spring, Missouri
(1 position)

Troop E Headquarters
Poplar Bluff, Missouri
(1 position)

Troop G Headquarters
Willow Springs, Missouri
(1 position)

There are not currently openings at all troop headquarters, therefore, if interested in one of the following locations, please apply. A hiring register will be maintained in the event that an opening becomes available.

Troop B Headquarters
Macon, Missouri

Troop D Headquarters
Springfield, Missouri

Troop F Headquarters
Jefferson City, Missouri

Troop H Headquarters
St. Joseph, Missouri

Troop I Headquarters
Rolla, Missouri

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, 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).

Click [HERE](#) for a more detailed job description.

TESTING AND INTERVIEW PROCESS: Scheduling for written examinations will be determined in the order that applications are received and by first available date. The testing consists of two examinations: Assess (position compatibility) and CritiCall (skills and abilities related to dispatching). The time frame of the testing may take up to four hours. Applicants will interview immediately following the completion of successful testing. Testing and interviews will be conducted at the Missouri State Highway Patrol General Headquarters in Jefferson City, Missouri, on the following dates: **Saturday, September 7, 2019 and Sunday, September 8, 2019.**

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APPLICATION PROCEDURE: Individuals, including current Patrol employees, interested in a Communications Operator Trainee position must visit our website at www.mshp.dps.mo.gov to complete and submit an [application for employment](#) and typing test ([Typing Pro Test](#)) prior to the application deadline. Resumes will not be accepted in lieu of the application. Individuals who have previously completed an application must access their profile in the system to re-apply.

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.

Uniformed civilian employees will not have tattoos or brands on the head, neck, hands, arms, wrists, or any part of the body which would be visible during movements in the performance of their duties while wearing any official uniform or civilian attire. Uniformed civilian employees will not have tattoos or brands that a reasonable person would find offensive, such as tattoos or brands depicting or supporting criminal behavior, drug usage, nudity, profanity, promiscuity, subversive groups, bigotry, etc. All tattoos and/or brands in violation of this directive will be removed or altered to gain compliance, depending on the criteria, no later than six months after the date of employment. Personnel will adhere to hair regulations pertaining to length, style, and color. Communications personnel will adhere to restrictions that limit the type and style of jewelry displayed or discernable on other parts of the body. Communications 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.

SALARY RANGE (Semi-monthly): The starting salary is \$1,809.00.

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.

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