



COMMUNICATIONS DIVISION

MISSOURI STATE HIGHWAY PATROL

CAREER OPPORTUNITY BULLETIN

JOB ID: 701

TITLE: PROBATIONARY COMMUNICATIONS OPERATOR

DESCRIPTION: The Missouri State Highway Patrol's Communications Division is conducting a statewide selection process for current Probationary Communications Operator 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 (1 position) Lee's Summit, Missouri	Troop C Headquarters (3 positions) Weldon Spring, Missouri	Troop D Headquarters (1 position) Springfield, Missouri
Troop F Headquarters (1 position) Jefferson City, Missouri	Troop G Headquarters (1 position) Willow Springs, Missouri	Troop H Headquarters (2 positions) St. Joseph, Missouri

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 E Headquarters Poplar Bluff, Missouri	Troop I Headquarters Rolla, Missouri
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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).

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: EEP Assessment Package (position compatibility, multi-tasking, and mental ability) and CritiCall (skills and abilities related to dispatching). The time frame of the testing may take up to four hours. Testing will be conducted at the Missouri State Highway Patrol General Headquarters in Jefferson City, Missouri, on the following dates:

Friday, April 6, 2018	Saturday, April 7, 2018	Sunday, April 8, 2018
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Interview boards are tentatively scheduled for the week of April 22, 2018, and will be conducted at the Troop Headquarters. The tentative start date for these positions is June 1, 2018, but may be later due to unforeseen circumstances.

APPLICATION PROCEDURE: Individuals, including current Patrol employees, interested in a Probationary Communications Operator 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.

POSTING DATE: February 16, 2018

CLOSING DATE: March 23, 2018

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.

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.

For a detailed job description go to:

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

SALARY RANGE (Semi-monthly): The starting salary is \$1,533.50.

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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