



Classification: Communications Training Coordinator

Title Code:

Pay Range:

POSITION SUMMARY: The Communications Training Coordinator (CTC) 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 analyzes the training needs of the division and prepares training plans, utilizing professional curriculum development strategies and methods, to ensure mandated training requirements and recertifications are performed. The CTC also serves as the manager of the Communications Training Operator (CTO) Program. Additionally, the CTC guides communications training personnel in the development and administration of instruction, certification, and recertification for basic communications and continuing education of communication operations 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.

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.

Develops Patrol radio user courses for Recruits/Probationary Troopers, other Patrol components, and outside agencies utilizing the Patrol radio networks.

Researches new and alternate methods of instructional design/delivery to determine the most effective and cost efficient process for 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.

Working knowledge of Patrol radio equipment and policies regarding radio usage.

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

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.)

Possess five years experience with the Communications Division, under Chapter 43, as a Communications Operator/Technician with the Missouri State Highway Patrol, and must currently be classified as an Communications Operator/Technician III or higher.

The selected candidate must complete one year in each rank to be eligible for promotion from Communications Operator/Technician III, to Assistant Chief Operator/Technician, and to Chief Operator/Technician.

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

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 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.

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.