

DESCRIPTION: Under limited supervision, operates radio, teletype, Communication Aided Dispatch (CAD), various computer systems and telephone communications devices to collect and distribute restricted access, mission critical information to and from law enforcement officers and other public safety workers. Communicates with the public in routine and emergency situations; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first full performance classification level of the State Patrol Communications class series. Positions at this level learn and then provide general and specialized complex-interactive information and communication services that are mission critical to the employing agency and other criminal justice/law enforcement agencies and their sworn officers relative to criminals and crime activities. These positions independently handle priorities, coordination, and deadlines to accomplish work assigned and handle emergency and standard requests and problems, and apply judgment in applying established directives to accomplish this purpose. Knowledge is required of a diverse group of federal, state, and local standardized databases, policies, forms, criteria, protocols, and codes pertinent to performing work assignments. Work contacts involve agency employees, and employees of other public safety agencies and emergency management organizations at the local, state, and national levels, where the purposes and discussions involved critical-stressful and routine situations, sensitive information, and timely responses. Work also involves contact with the public, receiving emergency calls for service, relaying messages and handling general questions. Positions at this level are not expected to lead or supervise other staff on a regular, on-going basis.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do these examples include all the duties that may be assigned.)

Operates radio and multiple computer systems and telephone communications devices to collect and distribute restricted access mission critical information to and from law enforcement officers; obtains driving records, wanted checks, criminal history records, and vehicle registration checks for officers in the field.

Operates National Law Enforcement Teletype System (NLETS) computer-based message switching system linking state, local, and federal law enforcement and justice agencies to exchange critical data; distributes restricted access mission critical information to and from law enforcement officers.

Operates Communication Aided Dispatch (CAD) equipment to exchange messages; manages emergency and non-emergency incidents and dispatches resources for proper incident management, resource management, and location information; handles incident information to ensure shortest response times, improved responder safety, and better protection for the public; communicates with employing agency and local and out-of-state law enforcement agency employees; records Calls for Service and officers daily activities in CAD system and maintains information in the CAD system pertinent to calls entered.

Operates and monitors radio communications equipment over base station consoles; monitors emergency scanner traffic in their assigned area; accesses statewide radio system outside of area as needed.

Inform supervisors of mission critical information.

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Uses classification coding and accesses the National Crime Information Center (NCIC) computerized database to make inquiries and prompt disclosures of information in the system from other criminal justice agencies about crimes and criminals; communicates this information to law enforcement officers to assist in apprehending fugitives, locating missing persons, locating and returning stolen property, and protecting law enforcement officers encountering the individuals described in the system.

Receives notification of emergencies or calls for assistance from officers, other public safety agencies, or individual citizens; requests additional information from callers and evaluates the situation.

Makes decisions and responds properly in compliance with federal, state and agency regulations, based upon information received and nature of the calls; dispatches the appropriate resource in response to individual situations; answers incoming telephone calls and follows through with proper actions; answers general questions, refers callers to other resources, and takes phone messages.

Dispatches sworn law enforcement officers, ambulances, fire departments, and wreckers; informs emergency responders of the nature of the situation to assist their response; directs and coordinates responding units and agencies to the scene of the emergency; advises other agencies or mobile units of other emergency vehicles responding to the scene, as needed.

Instructs other public and emergency response agencies' employees on proper procedures and operating functions involving communications, radio, teletype, computer formats, and related records.

Collects and communicates information on community resources such as Victim/Witness Programs, Shelters, and Consulate Services; collects and communicates information on current events occurring in local communities that could attract large crowds of people or create traffic congestion problems.

Maintains, or causes to be maintained, all equipment authorized to operate or monitor, and files, logs, rosters or records as required.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: English grammar, spelling, syntax, vocabulary, and pronunciation rules and usage; radio communication signals, formats, codes, and procedures; agency policies, rules, regulations, and procedures concerning radio, telephone, telecommunications, and emergency and non-emergency situations; communications and information dissemination practices; criminal and motor vehicle law and related terminology; general geography and topography of Nebraska including major highways, intersections, cities, towns, and landmarks; names and radio call signals for personnel within assigned area; computer terminology and computer terminal operation; procedures used to enter and retrieve confidential information from National Crime Information Center (NCIC) computer codes and National Law Enforcement Teletype System (NLETS); the State's central computer information management system; Nebraska Criminal Justice Information System (NCJIS); institution or agency policies and procedures involving motor vehicle accidents, vehicle pursuit, hostages, natural disaster spills of hazardous materials, and emergency and routine service responses; rules and regulations of the Federal Communications Commission (FCC) governing the transmission and receipt of messages; National Law Enforcement system codes, and related regulations and procedures and intra and inter system operations.

Skill in: data entry, keyboarding and typing speed of 25 wpm net; operating computer terminals, office equipment and communications center equipment; entering and retrieving information from NCIC, NLETS, NBLETS, and CAD; communicating in English enunciation and composition.

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Ability to: communicate critical messages and make rapid, independent decisions affecting others, within a high stress work environment; read and understand geography and topography of assigned areas of the State of Nebraska, including major streets and roads; operate properly two-way radios, data terminals, or other communication center equipment; listen, understand, document, and speak using good clarity, tone, volume, syntax, grammar, inflections, and modulation; verbally communicate information distinctly, concisely, accurately, and non-emotionally under extreme stress; communicate with people from all sectors under diverse and often stressful circumstances; read maps, multiple computer monitors, and printouts; maintain logs, manuals, and references material in accordance with agency policies and FCC regulations; display initiative, effort, and commitment towards completing assignments; pay attention to detail; display high standards of ethical conduct; listen to others and respond properly; work irregular hours for extended periods of time without loss of effectiveness; work independently as well as in a team environment; deal with people from all sectors, including medical, professional, and criminal, and with the public under diverse and often stressful circumstances; follow oral and written supervisory instructions; establish and maintain work relationships with co-workers, agency employees, and the public; train new employees in the use and operation of communications equipment; hear and distinguish tones, alarms and voice transmission; learn employing agency and other agency policies, rules, regulations, codes, and signals concerning radio, telephone, telecommunications, and emergency procedures.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications.)

Experience in communicating with others.

Must be at least 18 years of age. Possession of a high school diploma or equivalent to ensure successful completion of required training.

LEGAL REQUIREMENTS: (These qualifications are mandated by federal/state laws, statutes, and/or regulations.)

NA

SPECIAL NOTES:

Applicants must successfully pass pre-employment dispatch testing, hearing and eyesight exams, security and background checks, and a psychological evaluation administered by a medical professional. Applicants will be screened for a record of criminal activity and criminal history using a fingerprint-based check employment or assignment and before unconditional employment is offered. Applicants must be free of felony convictions.

Applicants cannot maintain a continuous associations or dealings with persons, groups, or organizations that they know, or should know, are persons or groups or organizations under criminal investigation or indictment or who have a reputation for present, ongoing involvement in felonious or criminal behavior.

Applicants must successfully complete Combined Law Enforcement Information Network (CLEIN) training. Applicants must become NCIC Certified within twelve months from the date of hire. Failure to do so will result in termination of employment.

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All positions in this class require incumbents to work irregular hours for extended periods without loss of effectiveness. Hours scheduled will be based on the needs of the agency, i.e., 1st, 2nd, 3rd, or 2nd/3rd relief.

Hearing must be correctable to a range to permit radio and telephone conversations with field units. Vision must be correctable to a range to permit reading of computer monitors, maps, and printouts.

All positions in this class require incumbents to possess a valid driver's license.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).