

PATROL TELECOMMUNICATIONS SHIFT SUPERVISOR

DESCRIPTION OF WORK

This is supervisory work at one of the Highway Patrol's telecommunications centers. Employees in this class direct the operations of an assigned shift through supervision of several Patrol Telecommunicators. Employees assign tasks on their shift, direct the more complex or critical operations, provide on-the-job training to trainee telecommunicators, and review work for accuracy and completeness. Work is performed under the general supervision of a Patrol Telecommunications Center Supervisor and is evaluated through review of shift reports.

EXAMPLES OF DUTIES PERFORMED

Provides on-the-job training to trainee telecommunicators through demonstrations, instructions, and answering questions.
Directs communications activities in the more complex or critical situations such as pursuit or robbery.
Acts as resource person to other telecommunicators on procedures and regulations.
Reviews work of subordinate Patrol Telecommunicators through periodic observation of work or review of typewritten logs.
On occasion, performs the work of a Patrol Telecommunicator.
Prepares activity reports and discusses shift operations with center supervisor.
Performs related duties as required.

RECRUITMENT STANDARDS

Knowledges, Skills, and Abilities

Working knowledge of the Federal Communications Commission rules and regulations pertaining to the transmission of messages by radio.
Working knowledge of the rules, regulations, and operations of Federal and State law enforcement agencies.
Working knowledge of the operation of multi-channel telecommunications equipment, computer terminals, and microfilming systems.
Working knowledge of State motor vehicle laws.
Ability to speak clearly and distinctly.
Ability to efficiently direct receipt and transmission of communications messages while working under pressure caused by volume of messages or criticality of the situation.
Ability to provide on-the-job training to trainee telecommunicators.
Ability to review work and to provide instruction to subordinate telecommunicators.
Ability to direct communications activities in especially critical situations.

Minimum Education and Experience

Graduation from high school and two years of experience as a telecommunicator; or an equivalent combination of education and experience.