

Title: Communications Operator	Effective Date: June 3, 2019	Grade: VII	Job Category: Technician
Prior Title: Communications Operator, Telecommunications Operator	Prior Effective Date: June 24, 2017	Grade: VII	Page: 1 of 1

CHARACTERISTICS OF WORK

Under general supervision, this position is responsible for handling two-way radio communications between the Central Office complex and approximately 700 statewide system users, telephone traffic and operating in a nationwide law enforcement computer network.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Work in a 24-hour/seven-day week environment as essential personnel.
- Dispatch (broadcast) via different types of radio consoles to various field units such as Arkansas Highway Police and Arkansas Department of Transportation.
- Quickly and accurately handle emergency and non-emergency situations.
- Monitor various systems simultaneously.
- Monitor various types of security CCTV (closed circuit television) and alarms.
- Compile information, make proper notifications, and complete technical reports on the following:
 - Vehicle impounds
 - Warrants/arrests
 - Incidents involving hazardous materials
 - Queue protection notification
 - Other occurrences affecting the Department and/or the motoring public
- Operate terminal equipment in accordance with statutes of the ACIC/NCIC/NLETS computer system, FCC rules and regulations and Department policy to obtain vehicle and driver information nationwide.
- Maintain an accurate log of all events.

MINIMUM REQUIREMENTS

Must be at least 18 years old. The educational equivalent to a diploma from an accredited high school. Experience in operating a complex two-way radio communications system, and working knowledge of dispatch terminal operations desired. Ability to write legibly, speak clearly in the English language, and type with accuracy. Good listening skills and the ability to multi-task. Working knowledge of Microsoft Office products including Outlook preferred. Ability to update and maintain computerized databases. Meet minimum standards for certification by the Arkansas Crime Information Center (ACIC), including fingerprinting and police background investigation. Availability for shift work, including weekends and holidays.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.

