

Title: Senior Communications Operator	Effective Date: June 19, 2021	Grade: IX	Job Category: Technician
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CHARACTERISTICS OF WORK

Under direct supervision, this position is responsible for helping oversee the responsibility of 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.
- Lead and perform all Communication Operator duties.
- Support Supervisor and Assistant Supervisor with dispatching operations.
- Oversee radio system identifications and coordinate changes as needed.
- Monitor the accuracy of reports and logs.
- Ensure policy and procedure conformity between all shifts.
- Maintain advanced knowledge of all dispatch equipment, computers and software associated with job duties.
- Assist in training of new Communication Operators.
- Assist instructing and conveying new ideas to the team.
- Assist with scheduling and radio coverage when needed.
- Provide ACE insight.
- Be available to cover radio shifts as needed.

MINIMUM REQUIREMENTS

Education and experience:

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.

Knowledge, skills and abilities:

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. Ability to update and maintain computerized databases. Ability to lead a team. Ability to train others. Ability to communicate both orally and in writing. Attention to detail. Working knowledge of dispatch terminal operations.

Working conditions:

Availability for shift work, including weekends and holidays.

Licenses, Registrations and Certifications:

Meet minimum standards for certification by Arkansas Crime Information Center (ACIC), including fingerprinting and police background investigation.

("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.)

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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.