



RADIO PERSONNEL JOB FAMILY

CAREER PATH

COMMUNICATIONS DIVISION SPECIALTY POSITION (GHQ ONLY)

Training Coordinator

An employee in this position is accountable for serving 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 employee also serves as the manager of the Communications Training Operator (CTO) Program. Additionally, the employee guides communications training personnel in the development and administration of instruction, certification, and recertification for basic communications and continuing education of communication operations personnel. General direction, to include additional duties assigned, is received from the designated supervisor, but the employee is given wide latitude for using independent judgment and initiative in providing functional supervision of the program.

Knowledge, Skills, and Abilities

Extensive knowledge of and the ability to demonstrate understanding and successful interpretation, explanation, and application of all assigned areas of communications, as well as the laws, principles, and practices as they are related to implementation within the agency.

Extensive knowledge of and the ability to demonstrate understanding of the agency's policies, procedures, rules, and regulations in the performance of duties.

Extensive knowledge of and the ability to demonstrate successful use and operation of communications computer equipment, and associated software/databases in the performance of duties.

Comprehensive knowledge of and the ability to demonstrate understanding and successful use of the principles and practices of project management techniques in the performance of duties.

Possess and demonstrate successful communication skills in English via all modes of communication.

Ability to work under the stress associated with answering emergency and nonemergency calls in the performance of duties.



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Possess and demonstrate successful management and prioritization of work within predetermined deadlines and stressful/adverse situations.

Possess and demonstrate the ability to successfully work as a team member and positively interact with a variety of people.

Ability to work hours as assigned, to include all shifts of a 24-hour per day period and be available for emergency call-in overtime.

Ability to demonstrate successful performance in the engagement, training, mentoring, and supervision of assigned personnel and support staff.

Ability to read and comprehend written materials, as well as effectively and accurately document information received.

Ability to demonstrate successful performance in researching, gathering, correlating, and analyzing facts to develop reports, charts, recommendations, and/or solutions in the performance of duties.

Ability to demonstrate successful performance in comprehensive analysis and problem solving.

Ability to demonstrate successful performance in comprehensive analysis and problem solving, as well as in following established protocol for providing court testimony.

Ability to demonstrate successful performance and adherence to the rules of conduct for Patrol employees in accordance with General Order 26-02, as well as all other applicable agency policy and procedures.

Ability to demonstrate successful performance and adherence to policy and procedure in the care and maintenance of restricted and confidential information in the performance of duties.

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.)



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Minimum Requirements

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 a Communications Operator/Technician or higher. An employee serving in one of these roles is eligible for promotion to their next level in rank, up to the rank of Chief Operator, following one year of documented successful performance at each rank, as well as successful completion of the identified written examination for promotion.

Must be a United States Citizen, a permanent resident, or a legal resident of a country participating in the Visa Waiver Program (VWP).

Necessary Special Requirements

- ❖ Must be a resident of Missouri and maintain that resident status.
- ❖ 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.
- ❖ Shall not have any conviction, indictment or pending litigation for any offense involving moral turpitude.
- ❖ Must possess and maintain MULES and NCIC certification.
- ❖ Documented successful completion of at least 24 hours of state-certified communications continuing education required each three-year counting period in accordance with RSMo 650.340.
- ❖ Documented successful completion of at least 26 hours of professional skill development and leadership training each calendar year.

Pay grade: 2, 3, 4



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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.

Effective: 02/01/2025

Reviewed: 02/01/2025

Revised: --