

**POLICE TELECOMMUNICATOR****Nature of Work**

Under general supervision performs full-performance level work in operating radios, computer terminal and other communication equipment necessary for the efficiency and safety of the uniformed personnel of the West Virginia State Police. Receives, responds, transmits, answers, and/or verifies messages and/or inquiries received over communication equipment. Work is performed in accordance with established rules and procedures and requires strict confidentiality. Performs related work as required.

In the Division of Protective Services performs full-performance level work in monitoring the Division's closed circuit television system (CCTV) and electronic security-related systems, and operates the radio transmission/dispatch system to provide for the efficiency and safety of the uniformed personnel of the Division of Protective Services. Incumbent will also function as a WEAPON terminal operator. All work is performed in accordance with established internal operating procedures and guidelines and requires strict confidentiality. Performs related work as required.

**Examples of Work****In West Virginia State Police:**

- Operates all applicable radio equipment/computer terminal/telephone equipment, dispatches/receives radio/computer data/telephone communications.
- Responds to inquiries on criminal history, drivers' history, and vehicle/gun registrations.
- Reviews messages for compliance with state regulations and checks for accuracy.
- Types daily radio logs, computer files, master file cards, wanted and missing person cards, monthly activity sheets, incident log, wrecker log and related documents.
- Enters and cancels wanted persons information via computer terminal.
- Assists the public by responding to requests for information and emergency assistance. Assists walk-in public when necessary.
- Operates computer terminal and performs related functions.

**POLICE TELECOMMUNICATOR (CONT'D)****Examples of Work (cont'd)**

Performs troubleshooting procedures when communications equipment malfunctions.

May be required to conduct roll calls for the National Warning System (NAWAS) with various in-state locations, issue statements, and answer to roll calls from the National Warning Point.

May monitor National Weather Service terminal and issue weather statements as needed.

May be required to answer dispatch phone calls routed to the Communications Center.

**In Division of Protective Services:**

Operates all applicable radio equipment, teletype, and telephone equipment; dispatches and receives radio, teletype, and telephone communications.

Communicates with the Division's officers/civilian employees and other authorized law enforcement personnel and medical/emergency first responders by broadcasting and/or telephone.

Monitors the Division's command center CCTV system; electronic door lock system; duress alarms; intercom and emergency notification system; electronically-controlled perimeter security gates, and other security-related systems.

Monitors fire alarm and HVAC systems and communicates with the General Services Division to relay pertinent information and dispatch accordingly.

Communicates with vendors and the general public concerning dock access and/or access to the interior grounds of the complex.

Communicates with Metro 911 Center concerning first responder calls for service and incidents which may affect the State Capitol Complex.

Appropriately utilizes the West Virginia Automated Police Network (WEAPON), West Virginia Intelligence Exchange (WVIX), and other law enforcement related intelligence and information gathering/dissemination systems in response to authorized inquiries concerning criminal history, wanted persons, drivers' history, and vehicle/gun registrations.

Assists the general public by responding to requests for information and emergency assistance.

Monitors National Weather Service information and broadcasts severe weather notices as appropriate.

**POLICE TELECOMMUNICATOR (CONT'D)****Examples of Work (cont'd)**

- Ensures command center communications equipment is operational and/or reports any malfunction to the appropriate supervisor.
- Maintains daily radio communication logs and all other required command center logs.
- Attends required training as authorized by the Division Director or his or her designee.
- May be assigned duties such as, but not limited to, providing traffic/parking control assistance during extraordinary events and assisting in the Division's administrative office.

**Knowledge, Skills, and Abilities****For the West Virginia State Police:**

- Knowledge of NCIC operating and code manuals.
- Knowledge of West Virginia State Police policies and procedures relating to use of NCIC and NLETS.
- Knowledge of modern office practices and procedures.
- Knowledge of arithmetic and English grammar and common usage.
- Ability to retain and summarize information and to relay sometimes critical information clearly, promptly and accurately.
- Ability to type accurately at a rate of 25 w.p.m.
- Ability to work quickly and accurately under pressure.
- Ability to operate a computer terminal.
- Ability to speak clearly in a well-modulated voice with good diction.
- Ability to maintain composure and sound judgment in high-stress situations.
- Ability to maintain security and strict confidentiality of privileged information and internal operations of the command center.
- Ability to maintain an effective working relationship with supervisors, coworkers, and the general public.
- Ability to send administrative messages, if applicable.
- Ability to train or assist in the training of new police telecommunicators.

**POLICE TELECOMMUNICATOR (CONT'D)****Knowledge, Skills, and Abilities (con'td)****For the Division of Protective Services:**

- Knowledge of and/or ability to learn closed circuit television, electronic door lock, and radio transmission/dispatch systems.
- Knowledge of and/or ability to learn WEAPON, WVIX, and other law enforcement related intelligence and information gathering/dissemination systems.
- Knowledge of and/or ability to learn National Crime Information Center (NCIC) operating and code manuals.
- Knowledge of and/or ability to learn Federal Communications Commission (FCC) Regulations.
- Ability to retain, summarize, document, and relay critical information accurately.
- Ability to speak clearly in a well-modulated voice with good diction.
- Ability to maintain composure and sound judgment in high-stress situations.
- Ability to maintain security and strict confidentiality of privileged information and internal operations of the command center.
- Ability to maintain an effective working relationship with supervisors, coworkers, and the general public.
- Ability to type accurately at a minimum rate of 25 words per minute and use standard office equipment, e.g., copier, facsimile machine, calculator, multi-line telephone, etc., including the ability to apply basic technical competence in the operation of technological systems utilizing keyboarding skills, mouse clicks, joy sticks, or other technology tools.

**Minimum Qualifications**

- Training:** Graduation from a standard four-year high school or the equivalent.
- Experience:** One year of full-time or equivalent part-time paid experience in public contact work.
- Substitution:** College hours, related business school, or vocational training may be substituted through an established formula for the required experience.
- Special Requirement:** Must maintain a current certification as WEAPON terminal operator (recertification every two years).

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