

**COMMUNICATIONS COORDINATOR**

**Nature of Work:** Under the general supervision of a uniformed supervisor, coordinates the operation of the Division of Public Safety's communications system, WEAPON. The work involves installing/removing user law enforcement agencies on the terminal system. Performs related work as required.

**Examples of Work**

- Reviews applications from law enforcement/criminal justice agencies for inclusion in WEAPON system. Recommends denial/approval of application to communications officer.
- Coordinates installation of new user agencies to WEAPON system or removal of an agency from the system.
- Adds or deletes terminals to system through software configuration.
- Receives National Crime Information Center (NCIC) validation tape and submits to data processing section for production of printout.
- Reviews all agreements relating to proper use of WEAPON system and assists user agency in resolving problems in executing the agreement. Assists users in correcting problems relating to WEAPON system; assists field operators with operational problems.
- Maintains Public Safety headquarters telephone system by programming telephones, adding and removing telephones, processing calls, running reports and updating files.
- Reviews and distributes all material received from NLETS and NCIC to user agencies on WEAPON system. Ensures that all user agencies are informed of changes which effect operation of terminals.
- Updates WEAPON operation manual in conjunction with Public Safety data processing manager for user agencies.
- Supervises the work of terminal operators as necessitated by the absence of Telecommunicator Supervisors.
- Assists WEAPON Instructor/Auditor in training of Telecommunicators (terminal operators) and user agency coordinators.
- Assists in preparation of special statistics relating to communications section.
- Assists in interviewing applicants for Telecommunicator positions. Evaluates work performance of civilian employees.

**Knowledge, Skills and Abilities**

- Knowledge of NCIC operating and code manuals.
- Knowledge of Division of Public Safety policies and procedures relating to use of NCIC and NLETS.
- Knowledge of modern office practices and procedures.

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**COMMUNICATIONS COORDINATOR (CONT'D)**

**Knowledge, Skills and Abilities (cont'd)**

- 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 a rate of 25 w.p.m.
- Ability to work quickly and accurately under pressure.
- Ability to operate teletype.
- Ability to train, supervise and evaluate others.

**Minimum Qualifications**

- Training:** Graduation from a standard high school or the equivalent.
- Experience:** Three years of full-time or equivalent part-time paid experience as a telecommunicator.
- Special Requirement:** Must maintain a current certification as a WEAPON terminal operator (recertification every two years).

Established: 8/19/93  
Effective: 4/1/94