

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

TELECOMMUNICATOR TRAINEE
45325
06/01/2015

POSITION CODE:
Effective:

DISTINGUISHING FEATURES OF WORK:

Under immediate supervision, participates in an agency sponsored training program for a period of from six to twelve months in State Police telecommunications applications designed to develop familiarization with State Police telecommunication procedures and practices and the usage of two-way radio, teletype devices and computer equipment.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Receives on-the-job formal and/or informal orientation in training to acquaint the employee with the duties and responsibilities of the Telecommunicator position and the interpretation of State Police communication procedures, FCC rules and regulations and law enforcement computer systems; attends classes, listens to instructors, observes visual demonstrations, take notes and studies course material. Takes quizzes and tests designed to evaluate progress and demonstrate knowledge of the Telecommunicator Trainee curriculum. Participates in remedial coursework, when necessary.
2. Participates in practical and skill development training requiring the use and/or operation of various equipment. Listens attentively to instructors and visually observes the proper methods of use. Practices and demonstrates skill levels. (Communication skills are an essential part of this function.) Participates in remedial training, when necessary. Performs selected telecommunicator duties in a learning and skills development capacity under the immediate direction of a higher level telecommunicator or supervisor; monitors, transmits and receives emergency and police radio messages, base to base and base to mobile; operates personal computer to enter and retrieve information through the computer based information network (TIPS, CCH inquiries, LEADS, NLETS, NCIC, FOID), inserts updates into operational manuals, maintains files, inputs arrests, warning and motorist assist documents into the TIPS system.
3. Attends and participates in staff meetings, conferences, workshops, institutes and other activities which will provide meaningful learning experience.

TELECOMMUNICATOR TRAINEE (Continued)

4. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of high school.

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

Knowledge, Skills and Abilities

Requires elementary knowledge of the operation and care of a keyboard and related equipment.

Requires elementary knowledge of office practices and procedures, business English, spelling and commercial arithmetic.

Requires skill to keyboard accurately at a minimum of 30 WPM.

Requires ability to receive, understand and act upon oral and written instructions and information through the use of a two-way radio and telephone.

Requires ability to acquire a valid LEADS operator certificate.

Requires a clear speaking voice.

Requires ability to maintain self control under stressful conditions.

Must be able to pass an agency security check.

Must be able to work assigned shifts, weekends and holidays.