

CLASS TITLE:**COMMUNICATION SYSTEM OPERATOR
(DEM)**

Class Code: 02409500

Pay Grade: 16A

EO: C

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: Within the Division of Enforcement, to operate (on an assigned shift) a department-wide 24 hour communication system involving the collection, processing and dissemination of police/enforcement information and data relative to violations of laws, rules and regulations subject to enforcement by department personnel; to operate a Two-way radio system and a computer terminal as part of such a communication system as well as receive and log in telephone calls and other inquiries; to process and maintain police/enforcement records and files and to maintain their confidentiality; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior who occasionally reviews daily work activities in process but always upon completion for results obtained and conformance to divisional and departmental policies, objectives, rules and regulations.

SUPERVISION EXERCISED: Usually none; however, assigns, supervises and reviews the work of summer employees assigned to assist.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

Within the Division of Enforcement, to operate (on an assigned shift) a department-wide 24 hour communication system involving the collection, processing and dissemination of police/enforcement information and data relative to violations of laws, rules and regulations subject to enforcement by department personnel.

To operate such a communication system to include other areas whose activities are interrelated with the Department involving the collection, processing and dissemination of police/enforcement information and data relative to violations of laws, rules and regulations such as the State Police, the State's Fire Marshall's Office, the State Drug Control Unit, city and local police and fire departments, the Attorney General's Office (including the Bureau of Criminal Identification), Civil Defense units, several law enforcement agencies throughout the country (National Crime Information Center) and environmental management personnel in Massachusetts (conservation officers, etc.).

To operate a Two-way radio system and a computer terminal as part of such a communication system as well as receive and log in daily telephone calls and other inquiries including such special direct radio communication system equipment covering Providence and Chopmist Hill areas, the State Drug Control Unit, Intercity radio, and Civil Defense Units.

To receive and log in calls for the State Fire Marshall's Office and the State Division of Drug Control during nighttime hours, weekends and holidays.

To process and maintain police/enforcement records and files (and to maintain their confidentiality) such as all arrest records and arrest card files, individual case record reports (pending and closed), uniform crime reporting files for the State Police and the Federal Bureau of Investigation, microfiche files (containing Registry of Motor Vehicles' listing of operator license numbers for checking purposes), daily activity sheet files and daily communication sheets.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of the operation and use of Two-way radio transmitting and receiving equipment including related communication system equipment such as an input and retrieval computer data terminal and the ability to operate such equipment effectively within the prescribed practices and procedures; a working knowledge of the principles and practices of office record retention and maintenance and the ability to apply such knowledge in establishing and maintaining a complete and accurate record retention and file system involving public violations of enforcement laws, rules and regulations as well as internal office operations; the ability to use a typewriter not requiring the services of a qualified typist for completing and processing a variety of forms; the ability to operate a microfiche and facsimile machine; the ability to communicate effectively over a Two-way radio communication system and to send and receive oral information, data and instructions; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school including or supplemented by the completion of an elementary course in radio receiving and transmitting; and

Experience: Such as may have been gained through: employment as a radio dispatcher, teletype operator, or radio technician as part of an overall communication system.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: April 15, 1984

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