



Operations Communications Specialist Trainee (4 positions)

Operations Communications Specialist Trainee

Bunny Koehler

IPR Number:	44349	Union Position:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Position Number:	PW700-23-75-606-10-01	Shift:	See Remarks
Opening Date:	September 4, 2020		Monday – Friday
Closing Date:	September 18, 2020	Salary:	\$3,020 – \$3,510*

Office/Central Bureau/District/Work Address:

Office of Highways Project Implementation / Bureau of Operations / 2300 S. Dirksen Parkway, Springfield, IL

Position Purpose:

For a period of seven to nine months, receives on-the-job training in the operation and function of the Communications Center; The Trainee learns and retains telecommunications applications information and becomes familiar with the Illinois Department of Transportation (IDOT) procedures and practices related to the Communications Center.

Qualifications:

Position Requirements:

- Education/Experience:
 - Completion of two years of college OR
 - Four years of experience working in an emergency call or dispatch center in which the incumbent dispatched personnel or resources and generated incident or call taking reports.
- Ability to acquire the appropriate Law Enforcement Agencies Data System (LEADS) operator certificate within the seven to nine month trainee period
- Ability to type at a minimum of 30 words per minute
- Ability to wear a headset for radio and telephone functions
- Possession of a valid Illinois driver's license
- Successful completion of an agency security check
- Ability to work assigned shifts, weekends, and holidays

Position Desirables:

- Ability to effectively and accurately communicate both verbally and in written form
- Ability to receive, understand, and effectively act upon oral and written instruction and information via the use of two-way radio and telephone
- Ability to maintain self-control under stressful conditions
- Ability to establish and maintain satisfactory working relationships
- Ability to properly arrange material for transmission and to determine priority of messages
- Ability to recognize malfunctions of equipment and coordinate several radio-computer functions simultaneously
- Two years previous experience with multiple radio frequencies and/or multi-line telephones
- Previous training related to telecommunications and dispatching of resources

How to Apply/Remarks:

Technical Applications PM1080 (rev 8/23/19) must be received by the Bureau of Personnel Management, Room 113, 2300 South Dirksen Parkway, Springfield, IL 62764 (Fax# 217/557-3134) or emailed to DOT.CO.BPM.EmploymentApplications@Illinois.gov by 4:30 pm on the closing date listed above. Applications will not be accepted after this date and time.

Agency Contact: Bureau of Personnel Management, 217/782-5594

To be considered for a permanent position within IDOT, you must either be a US citizen or a non-citizen with permanent work authorization.

Work schedule will be determined based on operations.

Only education/coursework and experience listed within the application will be considered for determining eligibility for this position.

Please be advised that if a high volume of applications is received, the applications may be screened to establish a smaller pool of applicants for interview. The screening will be based on the information contained in the application.

Applicants will be notified in writing to schedule interviews.

*Individual salary offers are computed based on an applicant's current position and experience level in comparison to the posted title as well as internal equity of staff in the organizational unit.

**ILLINOIS DEPARTMENT OF TRANSPORTATION
POSITION DESCRIPTION**

DATE:	February 1, 2020	WORKING TITLE:	Operations Communications Specialist Trainee
POSITION CLASSIFICATION:	Operations Communications Specialist Trainee	OFFICE/BUREAU:	Highways Project Implementation/Bureau of Operations
POSITION NUMBER:	PW700-23-75-606-10-01	REGION/DISTRICT:	N/A

Position Purpose

For a period of seven to nine months, receives on-the-job training in the operation and function of the Communications Center. The Trainee learns and retains telecommunications applications information and becomes familiar with the Illinois Department of Transportation (IDOT) procedures and practices related to the Communications Center.

Dimensions

Radio and Telephone Messages Handled Annually:	Varies based on time of year
Highway Condition Reports Processed Annually:	Varies based on time of year
Highway Incident Reports Prepared Annually:	Varies based on time of year

Nature and Scope

This position reports to the Operations Communications Center Manager. No subordinates report to this position.

Due to the complexity of the state highway system, which encompasses nine Office of Highways Project Implementation Districts; 22 State Police Districts; eight Illinois Emergency Management Agency Regions; various county and local highway departments, police departments, fire departments, and a variety of population densities and geography, the operation of Communications Centers present the Trainee with the complicated task of performing, coordinating, and ensuring effective 24 hour per day response to requests every day of the year. The Trainee provides direction and coordination in IDOT response and ensures the continual operation of the Communications Center. The Trainee may be required to report to work at any time during emergency situations.

Typical problems will be demonstrating skill development in the use and/or operation of various equipment and system applications and to remain calm in stressful situations. The greatest challenge of this position is interpretation and implementation of IDOT communications procedures, Federal Communications Commissions rules and regulations, and IDOT system applications.

The Communications Center operates 24 hours per day, seven days per week, 365 days per year. The Trainee, on an indeterminate shift that may include weekend and holiday hours, participates in the IDOT training program. Trainee will be required to learn and retain telecommunications applications designed to develop familiarization with IDOT telecommunications procedures and practices and the usage of two-way radio, computer terminal equipment, and telephone call taking procedures. The Trainee receives instruction on the utilization of a multi-channel trunked radio network system simultaneously receiving, monitoring, and transmitting information. The Trainee develops skills to communicate within and amongst talk groups comprised of both inter- and intra-agency radio users of the trunked radio system. The Trainee acquires the

ability to operate multiple-terminal console configurations over which multiple databases and messaging systems are utilized to transmit and receive official business and emergency messages between mobile and other base stations. The Trainee cultivates the ability to update databases and messaging systems based on established protocols and procedures. The Trainee gains abilities related to answering and acting upon incoming telephone calls, i.e., emergency and non-emergency from public safety sources and the public. The Trainee learns the process by which IDOT issues reports on transportation related incidents to inter- and intra-agency partners. The Trainee obtains skills related to monitoring roadway conditions in a variety of platforms, e.g., radio, television, traffic cameras. The Trainee receives training on the coordination of multi-bureau and inter-agency responses to emergency incidents. Under general guidelines, the Trainee acquires the knowledge to assign IDOT resources to respond to calls for service, visually observes traffic and radio monitors and responds to "walk-in" requests for service. The Trainee may be required to operate a Department approved vehicle to travel between the primary and back-up Communication Centers. The Trainee is subject to random drug testing.

The Trainee receives on-the-job training in responding in a professional manner to many varied emergency situations. The Trainee works within federal and department guidelines governing communications and established standard operating procedures.

The Trainee has frequent contact with personnel in central office divisions, district offices, and with district field personnel involved in maintenance, traffic, and construction activities. External contacts include the Office of the Governor, Attorney General, State Legislative personnel, the Illinois State Police, local public officials and police, the Illinois Emergency Management Agency, Illinois Environmental Protection Agency, heavy equipment movement contractors, railroad personnel, and the public. The Trainee may be required to operate a Department approved vehicle to travel between the primary and back-up Communication Centers.

The effectiveness of this position is measured by the ability to learn and retain telecommunications-based information and practices and to develop familiarization with IDOT Communications Center and traffic management process.

Principal Accountabilities

1. Participates in practical and skill development training requiring the use and/or operation of various equipment. Receives oral instructions and visually observes the proper methods of equipment use. Practices and demonstrates skill levels. Performs selected duties in a learning and skill development capacity under the immediate direction of a higher-level Operations Communications Specialist or supervisor.
2. Receives on-the-job formal and/or informal orientation in training to acquaint the employee with the duties and responsibilities of the Operations Communications Specialist position and the interpretation of IDOT communications procedures, Federal Communications Commission rules and regulations, and IDOT system applications.
3. Attends classes, listens to instructors, observes visual demonstrations, takes notes, and studies course materials. Takes quizzes and tests designed to evaluate progress and demonstrate knowledge of the trainee curriculum. If the outcome of quizzes and tests indicates necessity, participates in remedial training.
4. Attends and participates in staff meetings, conferences, workshops, and other activities which provide meaningful learning experiences.

5. Develops those job skills and duties that are distinguishing features of the Operations Communications Specialist title.
6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

Subordinates of this position (if applicable, list subordinate information in the chart below)

Position Classification	Position Number	Working Title	Authorized Identical
N/A			

Supervisor of this position

Immediate Supervisor Position Classification: Technical Manager IV

Working Title: Operations Communications Center Manager

Position Number: PW414-23-75-606-10-01

Position Requirements

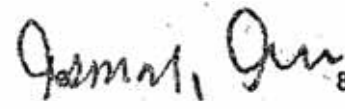
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Agency Approvals


 Bureau Chief of Personnel Management


 Secretary, Department of Transportation