

# Job Title: OPERATIONS COMMUNICATIONS SPECIALIST TRAINEE - IPR#45454

**Agency:** Department of Transportation

**Closing Date/Time:** 01/21/2022

**Salary:** \$3,020 - \$3,510 MONTHLY

**Job Type:** Salaried Full Time

**County:** Sangamon

**Number of Vacancies:** 1

**Plan/BU:** NR916

Interested applicants must apply for this position on the Work for Illinois website, [www.work.illinois.gov](http://www.work.illinois.gov). Please direct any questions to the Agency Contact listed below.

**This position is a union position; therefore, provisions of the relevant collective bargaining agreement/labor contract apply to the filling of this position.**

**All applicants who want to be considered for this position MUST apply electronically through SuccessFactors. Applications submitted via email or any paper manner (mail, fax, hand delivery) will not be considered.**

## Agency Mission Statement

The Illinois Department of Transportation is seeking to hire an Operations Communications Specialist Trainee.

The IDOT team works diligently to provide safe, cost-effective transportation for Illinois in ways that enhance quality of life, promote economic prosperity and protect our environment. We are problem solvers and leaders, constantly searching for innovations and improvements in support of our commitment to providing the best multimodal transportation system for Illinois.

Our team fosters a culture of inclusivity. We value diversity and hold ourselves to the highest ethical standards as we work together for a common purpose. Team members frequently collaborate with colleagues and others outside the department to best meet customer needs.

Employees enjoy excellent benefits, including health, vision and dental insurance; a retirement plan and deferred compensation options; state holidays and other time off; tuition reimbursement; flexible schedules; and pre-tax benefit programs. The department also offers extensive training and career advancement opportunities.

We invite qualified applicants to apply to become part of our team. We are confident that you will take pride in serving Illinois and its residents and visitors.

## Job Responsibilities

For a period of six to twelve 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.

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

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

### **(Job Responsibilities continued)**

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.

## **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 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 aural 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

**Work Hours:** Shifts will be determined based on operations

**Work Location:** 2300 S Dirksen Pkwy Springfield, IL 62764-0001

**Office:** Office of Highways Project Implementation/Bureau of Operations

**Agency Contact:** DOT.CO.BPM.EmploymentApplications@Illinois.gov

**Job Function:** Transportation

## **APPLICATION INSTRUCTIONS**

Use the “Apply” button at the top right or bottom right of this posting to begin the application process.

If you are not already signed in, you will be prompted to do so.

State employees should sign in to the career portal for State of Illinois employees – a link is available at the top left of the work.Illinois.gov homepage in the blue ribbon.

Non-State employees should log in on the using the “View Profile” link in the top right of the work.Illinois.gov homepage in the blue ribbon. If you have never before signed in, you will be prompted to create an account.

If you have questions about how to apply, please see the following resources:

State employees: [Log in to the career portal for State employees](#) <sup>[KS(1)]</sup> and review the [Internal Candidate Application Job Aid](#) [HERE](#) <sup>[KS(2)]</sup>

Non-State employees: on work.Illinois.gov – click “Application Procedures” in the footer of every page of the website.