

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE  
**TELECOMMUNICATIONS OPERATOR**

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**DEFINITION**

Performs specialized clerical work searching files, interpreting information requested from file records, and sends messages via telecommunications equipment; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Receives requests for driver or vehicle registration information from law enforcement agencies and sends response in appropriate format and code via telecommunications equipment.

Checks files for information on vehicle registrations, including owner and address, registration year, registration validation, year and make of vehicle, style and color of vehicle and vehicle identification number; maintains current information on stolen cars, wanted persons and cars, break-ins, robberies, runaways, missing persons and similar information.

Receives requests on the status of drivers' licenses and determines if licenses are valid, expired, cancelled, revoked or suspended.

Furnishes information from a communications network to Public Safety Communications Center, police departments and county sheriff's offices, the Iowa Division of Criminal Investigation and Federal law enforcement agencies.

Receives and answers telephone calls from state patrol, county sheriffs, police departments and others desiring information from files.

Furnishes information via the National Law Enforcement Teletype System (NLTS) to agencies throughout the 50 United States and its territories.

**COMPETENCIES REQUIRED**

Knowledge of English grammar, spelling and punctuation.

Knowledge of departmental policies and procedures concerning the dissemination of information.

Knowledge of the procedures used in entering and retrieving information from the National Law Enforcement Teletype System (NLTS) and the National Crime Information Center (NCIC).

Knowledge of Iowa laws pertaining to driver's licenses and motor vehicles.

Ability to operate telecommunications equipment (e.g., teletype machines, VDT's, teleprinters, etc.).

Ability to work independently with speed and accuracy in analyzing requested information, searching, obtaining, and interpreting data from records, and sending proper and correct messages.

Ability to learn rules and regulations pertaining to the information maintained in the motor vehicle and driver's license records of the department.

Ability to type 40 words per minute NET.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

No specific education or experience requirements.

#### **ADDITIONAL QUALIFICATION**

All positions require the ability to type 40 WPM NET as demonstrated by the completion of a typing examination authorized by the Iowa Department of Administrative Services – Human Resources Enterprise.

Effective Date:    6/07    CH