



NEW JERSEY DEPARTMENT OF TRANSPORTATION
Public Posting

POSTING #: 24-00369

TITLE: Communications Operator Trainee

ISSUE DATE: 11/18/2024

TITLE CODE: 21801

CLOSING DATE: 12/9/2024

DIVISION: Operations

LOCATION: Hamilton

UNIT: Transportation Mobility - CDU

RANGE: O99

SALARY: \$43,620.21

WORK WEEK: 40 hours

OFFICE DESCRIPTION

The New Jersey Department of Transportation (NJDOT) is seeking applications for candidates interested in **Communications Operator Trainee** positions for the Division of Operations. Communications Operators are assigned a 40 - hour work week.

Within Operations, the Bureau of Transportation Mobility's Central Dispatch Unit (CDU) is located at New Jersey State Police Troop •C• Communication Center in Hamilton, New Jersey. CDU is the 24/7/365 communications hub for the NJDOT. The CDU's mission is to serve as the "single point of contact" in the handling of all emergency calls from police departments and citizens statewide. The CDU staff works alongside the New Jersey State Police (NJSP) and the New Jersey Department of Environmental Protection. In addition to handling emergency calls, the CDU is responsible for dispatching NJDOT's Safety Service Patrols (SSP). CDU also dispatches Maintenance and Electrical crews on a 24/7 operational schedule.

The position is located within the New Jersey State Police Troop "C" Communications Center. Selected candidate must undergo a criminal history background check, including fingerprinting, and be cleared for employment prior to an offer of employment. Investigation of criminal background is conducted by and clearance determined using New Jersey State Police (NJSP) guidelines and regulations.

POSITION DESCRIPTION

Under direction of a Communication Operator 3 (Shift Supervisor) or other supervisory official, will perform varied types of communications duties and related work such as:

- Receive and answer telephone or radio calls for NJDOT personnel and law enforcement agencies throughout the state
- Receive and transmit radio communications to NJDOT and other agencies for appropriate action by following Standard Operating Procedures for day to day work efforts and complying with all State and Federal Communications Commission (FCC) rules and regulations
- Make entries, inquiries, cancellations, and modifications of records in our CDU database
- Utilize video display keyboard equipment and computer - oriented equipment to send messages to state and law enforcement agencies

The appointee to this position will be working in a 24/7 emergency dispatching environment. The position is deemed essential, in the case of state of emergency, scheduled time off can be canceled and appointee required to report to work as necessary. Appointee must also be available to work overtime (emergency, planned and unscheduled).

Sample work shifts (subject to change):

- Midnight to 8:30 a.m. (Friday through Tuesday); OFF Wednesday and Thursday
- Noon to 8:30 p.m. (Saturday and Sunday); Midnight to 8:30 a.m. (Wednesday, Thursday and Friday); OFF Monday and Tuesday

REQUIREMENTS

Entry Level position. No experience or education required.

For more information regarding this position, please refer to: <http://info.csc.state.nj.us/jobspec/21801.htm>

Preferred Qualities/Experience

- It is recommended that candidate be able to type a minimum of 35 WPM and multitask
- Must be available for overtime (emergency/planned/unscheduled)

Work Authorization: Applicants must be authorized to work in the United States according to the Department of Homeland Security, United States Citizenship and Immigration Services regulations. NJDOT does not provide sponsorship or accept student OPT/CPT programs, F1 or H1B work authorization visas.

Residency: All persons hired on or after September 1, 2011 have one year from the date of appointment to establish, and then maintain, principal residence in the State of New Jersey subject to the provisions of N.J.S.A. 52:14 - 7 (P.L. 2011, c. 70), also known as the •New Jersey First Act. •

TO APPLY

You must apply through the NJDOT website at: <https://www.state.nj.us/transportation/about/employ/openings.shtm>

Submit a complete packet by the closing date that includes the following documents:

- NJ State Application for Employment (Application and instructions can be found at link above)
- Current resume
- Letter of Interest

IMPORTANT NOTES

As a NJ State Department, NJDOT offers a comprehensive benefits package including Health Care (medical, prescription drug, dental and vision care), Pension, Deferred Compensation, 13 paid holidays, and Benefit Leave (12 vacation days, 15 sick days and 3 administrative days).

Incomplete Packets: Applicants MAY NOT be considered if they fail to provide all requested documents upon initial submittal or fail to follow instructions when submitting electronically. Applicants will be selected for an interview on the basis of their application/resume.

SAME APPLICANTS: If you are under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted along with your resume by closing date indicated above. For more information on the SAME Program visit their Website at: <https://nj.gov/csc/same/overview/index.shtml> , email: SAME@csc.nj.gov , or call CSC 609 - 292 - 4144, option 3.

NJDOT provides reasonable accommodations to applicants with disabilities where appropriate. If you need a reasonable accommodation for any part of the application and hiring process, please email dot-hr.ada@dot.nj.gov. Determinations on requests for reasonable accommodation will be made on a case - by - case basis.

Current State employees: Any appointments made that involve movement may result in a forfeiture of rights to any promotional lists in their former unit.

New Jersey Is An Equal Opportunity Employer