



NON-SWORN MEMBER VACANCY

The Kansas City Missouri Police Department employment practices are designed to hire, promote, and assign members without discrimination on the basis of race, color, national origin, limited English proficiency, sex, sexual orientation, gender identity, age, religion, disability, or low-income level.

DATE: September 22, 2025

JOB VACANCY MEMORANDUM NO. 25-36

TITLE: Communications Specialist II, Watch Center Call Taker

ELEMENT OF ASSIGNMENT: HIDTA Investigative Support Center, Investigations Support Division

PAY RANGE: 51

STARTING MONTHLY SALARY: \$3,708

VACANCY STATUS: Vacant

EXPIRATION DATE: October 6, 2025

REQUIREMENTS:

**** THIS POSITION IS GRANT FUNDED BY HIDTA ****

To provide quality and timely service to law enforcement agencies as a primary point of contact while adhering to strict confidentiality protocols. The specialist utilizes a variety of tools and resources to facilitate communication and coordination between agencies to include managing and resolving deconfliction system conflicts and assisting with preliminary case support requests.

Essential Job Functions: (Functions essential to attaining job objectives.)

1. Ensure all SAFETNet conflicts are resolved in a timely manner.
2. Assist with preliminary requests for case support from all participating law enforcement agencies.
3. Maintain confidentiality regarding sensitive or confidential information.
4. Utilize available resources to effectively assist participating law enforcement agencies.
5. Respond to a variety of telephone calls quickly, accurately and in a calm professional manner.
6. Effectively communicate with agents in a customer service environment.

7. Apply specialized terminology.
8. Perform on-line data creation, update and verification of database entries.
9. Create, update, and verify database entries, ensuring all records are accurate and up to date for ongoing investigations and deconflictions.
10. Maintain reliable and predictable attendance.
11. Perform related duties as required.
12. This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA) as amended by the Amendments Act of 2008 (ADAAA); and the Missouri Human Rights Act (MHRA).

Job Standards: (Minimum qualifications needed to perform essential functions.)

To successfully perform the essential job functions of this position, the incumbent, must be at least 18 years of age, possess a high school diploma or equivalent and have the ability to:

- effectively perform the essential job functions and standards of the Watch Center Call Taker;
- develop and maintain cooperative and professional working relationships with fellow employees, representatives from other departments, and supervisors;
- use logic and reasoning to reach conclusions and approaches to problems;
- use good judgement and decision-making skills to evaluate situations, establish priorities, and resolve matters;
- actively listen and communicate effectively;
- follow instructions and relay information; and
- be eligible for employment through the DEA. See the DEA website for further information including past drug use (<https://www.dea.gov/how-to-apply/employment-eligibility>).

Physical Requirements: Position requires the ability to hear, use the telephone, and perform stationary work at a computer screen and keyboard. Incumbent will be required to sit/stand at a designated console for prolonged periods of time, type information into computer terminal.

Job Location: (Place where work is performed.)

Position operates in a standard office environment 95% of the time, incumbent may have to attend specialized training and/or meetings. Off-site training is also required.

Equipment: (Machines, devices, tools, etc., used in job performance.)

- Computers with multiple screens

- Microsoft Office products
- Standard multiline telephones
- Printer/Scanner/Fax

All department members interested in being interviewed for the above position must submit a copy of their Request for Transfer, Form 4 P.D. to the Human Resources Division (HRD). The original Request for Transfer form must be submitted through the member's chain of command for endorsement and upon completion, forwarded to the HRD. In addition, another copy of the Request for Transfer, resume and a completed Selection Process Candidate Review Form, Form 417 P.D. (with chain of command endorsements) must be submitted directly to **Supervisor Stasha Coker, HIDTA Investigative Support Center** by **OCTOBER 6, 2025**.

Outside applicants interested in being considered for the position must submit a cover letter and a resume to Mindy.Davis@kcpd.org by **OCTOBER 6, 2025**.

Selected applicants who meet all of the qualifications will be contacted individually to schedule an interview. Selected applicants must submit to a TABE test, Keystroke test (80% accuracy), CVSA, MMPI, post-offer physical examination and routine drug screen.

Captain Justin Pinkerton

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Commander, Employment Unit