

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 003093
Grade 22**

PUBLIC SAFETY COMMUNICATIONS SUPERVISOR

DEFINITION OF CLASS:

This is first level supervisory work involving responsibility for the work of a team of public safety telecommunication specialists and emergency call takers engaged in emergency call taking and dispatching at the Police Emergency Communications Center (ECC). Personal contacts include patrol officers, fire and rescue personnel, their superiors, and other Police Department personnel, jurisdictional medical director, and representatives of other public safety and support agencies to provide communication support and notifications, resolve problems, and facilitate accomplishment of ECC services; and, representatives from other County agencies, area jurisdictions, utility companies, news media, and State/Federal agencies to provide notifications, obtain or provide specialized information, and/or request service. An employee in this class provides direct public service or assistance in response to 9-1-1 or non-emergency calls from citizens concerning public safety matters requiring the application of skill and judgment to identify the nature of assistance and appropriately respond.

An employee in this class is responsible for ensuring that police and citizen calls and inquiries from law enforcement and regulatory agencies are received and responded to in a timely and appropriate manner. This includes the direct supervision of a team of public safety communication specialists and emergency call takers taking emergency 9-1-1 calls, dispatching police officers to respond to emergency situations, and providing a variety of information to police officers in the field. Work is performed subject to rotating shifts, under the direction of the ECC Shift Operations Manager. Employees in this class exercise considerable independence in planning, coordinating, and supervising operational coverage of ECC functions, resolving most of the conflicts which arise, interpreting policies and procedures as applicable, and coordinating the work with others as necessary. The work is covered by extensive guidelines (i.e., operating manuals, references, regulations, directories, procedural guides, etc.) covering such areas as standards of operations and conduct, operation and maintenance of automated computer data systems, operations and maintenance of public safety communication and radio equipment, reference and police codes, and policies and procedures covering all ECC activities/functions. Considerable judgment and discernment is required to apply and/or modify available guidelines to a variety of critical emergency situations. The complexity of this class is marked by the requirement for the employee to plan, organize, problem solve, and make decisions to respond quickly and correctly to crisis situations; shift personnel as needed to handle the increased volume generated by a critical emergency; assess and resolve equipment, system, and other service interruptions; intervene to provide seasoned guidance to staff when necessary; and, monitor, on an ongoing basis, the multiple computer systems and corresponding VDTs at the central control work station. The purpose of the work of this class is to supervise the timely and appropriate response to emergency situations referred by the public through the County's 9-1-1 emergency response system. The work impacts the safety of the public, police officers, and other public safety workers. The work presents no significant hazards to the employees; however, there is significant discomfort and tension associated with the responsibility for providing timely and appropriate response to emergency situations of a serious or life-threatening

nature. The work is performed in a secure facility with no significant hazards. There will be prolonged monitoring of multiple video display terminals, radio, and other communication systems places moderate physical demands on the employees in this class.

EXAMPLES OF DUTIES: (Illustrative Only)

- Supervises daily operation of a shift of Public Safety Communications Specialists and Emergency Call Takers; oversees assignment and review of employees to work stations; responds to employee questions about situations not covered by SOPs, interpreting existing guidelines to provide appropriate courses of action; conducts or supervises conduct of daily "roll call" at which time employees are briefed on new policies/procedures, code names, special operations/events, etc.; establishes employee work and leave schedules; develops and implements overtime sign up schedule; updates daily schedules and authorizes overtime assignments; conducts spot check of call taking/dispatching audio tapes to maintain quality control; evaluates and counsels employees regarding their work performance; reviews and approves employee time sheets and use of sick leave; provides recommendations to immediate supervisor concerning special employee recognition and disciplinary measures; monitors/recommends adjustment of training of new employees; and, interviews and evaluates applicants, providing hiring recommendations to higher authority.
- Ensures that police and citizen calls and inquiries from law enforcement and regulatory agencies are promptly and correctly addressed; regularly provides back-up 9-1-1 call taking from central work station to maintain timeliness standards; maintains electronic communication with and monitors multiple municipalities, surrounding jurisdictions, County agencies, patrols and specialized law enforcement officers out of 100 radio talk groups; personally supervises communications support for major events/disasters between Police, Fire and other public safety agencies.
- Ensures that computerized radio, telephone, and data transmission systems are properly functioning; monitors all radio, phone, and other communication systems; conducts routine testing and diagnostics to assure proper functioning; coordinates and troubleshoots software and hardware problems related to automated public safety communications equipment, notifying appropriate vendors/County agencies when problems occur; directs staff to back-up systems during system malfunctions.
- Responds to priority requests for 9-1-1 phone and public safety radio talk group audio recordings requested by officers in exigent circumstances; responds to complaints and/or requests for information from citizens and other employees of County Government.
- Monitors the 24-hour Anti-theft Vehicle Locator (national coverage) computer and operates and controls the system when tested or activated; maintains communication with pursuing law enforcement officers by ground and air; electronically documenting all communications.
- Monitors and operates traffic management cameras for road closures, traffic incidents, delays, road hazards, and determine the need for police response and/or signal modifications.
- Prepares, advises on, or reviews proposed SOPs that govern the work of the ECC.
- Conducts tours through the police side of the ECC to County personnel and visitors.
- May assume management of the ECC in the absence of the ECC Shift Operations Manager.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Extensive knowledge of Montgomery County Police Department written directives, training bulletins, standard operating procedures (administrative and operational) and forms applicable to or impacting upon public safety communications.

- Extensive knowledge of the requirements, capabilities, and user techniques for the 20+ automated window-based interfaced systems used in the Public Safety Emergency Communications Center (e.g., computer aided dispatch system, 100 talk group digital trunking radio system, mapping systems, anti-theft vehicle locator system, traffic management live feed video system, computerized warrant system, state and national system for checking outstanding warrants and stolen vehicles, mutual aid radio system, computerized phone system).
- Knowledge of differences between civil, traffic and criminal laws.
- Knowledge of Federal, State and local laws and regulations regarding police radio communications.
- Knowledge of functional responsibilities of Montgomery County Government departments and agencies.
- Knowledge of personnel regulations, both county and public safety; knowledge of the union contract and aspects of the Law Enforcement Officers Bill of Rights.
- Skill in the assignment and evaluation of employees.
- Skill in the operation of automated police communications equipment.
- Skill in managing sudden emergencies.
- Skill in verbal communication.
- Skill in dealing with the public.
- Skill in writing or reviewing correspondence and procedural documents.
- Ability to work rotating shift work.
- Ability to maintain active NCIC system access.
- Ability to obtain and maintain active certifications for Law Enforcement Dispatch, Emergency Medical Dispatch and Fire Service Dispatch Protocol Systems.
- Ability to maintain CPR certification.
- Ability to obtain and maintain Emergency Medical Dispatch license.
- Ability to type at the net rate of twenty-five (25) words per minute.
- Ability to work rotating shift work, and on holidays in 24/7 environment.
- Ability to attend meetings or perform other assignments at locations outside the office, if necessary.

MINIMUM QUALIFICATIONS:

Experience: Thorough (six (6) years) experience working in Montgomery County police communications, two (2) years of which were at the Police Telecommunicator III level.

Education: Graduation from high school or High School Certificate of completion recognized in the State of Maryland.

Equivalency: None.

LICENSE:

- MILES/NCIC Certification.
- Communications Training Officer Certification.

Note: There will be no substitutions for this section.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period.

Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Core Exam with a Drug/Alcohol Screen.

Class Established: December, 1978

Revised: May, 1980

February, 1986

March, 1987

September, 1988

December, 1994(M)

March, 1998

July, 2000 (M)

September, 2000

April, 2005 (M)

May, 2006

April, 2010

July, 2013

August, 2013

October, 2014

Formerly Titled: “Police Telecommunicator Supervisor”