

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

**Code No. 003097
Grade 16**

PUBLIC SAFETY EMERGENCY CALL-TAKER II*

DEFINITION OF CLASS:

This full performance level work involving public safety communications work in an emergency communications center, and involves receiving emergency and non-emergency public safety calls. Contacts primarily include Police Officers, Fire and Rescue personnel, Jurisdictional Medical Director, representatives of other public safety and support agencies, and the general public with the purpose of receiving and relaying information, and coordinating mutually supportive actions among public safety units and employees. Personal assistance is provided to citizens requesting emergency and non-emergency help via telephone calls received in the Emergency Communications Center. Employees in this class apply highly developed skills in order to quickly ascertain from emotional, distraught individuals the nature of assistance they require.

An employee in this class is responsible for utilizing knowledge of the practices, methods, standards, and procedures of public safety communications in a 9-1-1 environment, combined with skill in the use of various telephone equipment and other integrated systems associated with call-taking workstations. This knowledge has been acquired through structured classroom instruction and extensive on-the-job training. Employees at this level resolve problems encountered in accordance with instructions, policies, training, and accepted practices, but refer unusual situations without clear precedents to their supervisor. Work performance is governed by extensive written guidelines, which employees are expected to closely follow. New situations or situations to which existing guidelines cannot be applied are to be referred to a supervisor. The level of complexity is derived from the variety of processes, procedures, and systems applied and employed in responding to a broad spectrum of situations. The employee must elicit pertinent information regarding emergency situations, expeditiously route calls for Police, Fire, Medical and other public safety services, and provide information to assist Police Officers and Fire Rescue personnel in the field. Work requires timely and appropriate responses to incoming calls from the public and to requests for police, fire and medical dispatches to emergency and life-threatening situations. No special measures or equipment are necessary to safeguard employees against injury in the workplace. Performance of the work of the class requires employees to sit at a designated workstation monitoring computer screens and entering data for extended periods of time. Employees may be required to work rotating shifts and on days off.

EXAMPLES OF DUTIES: (Illustrative Only)

- Responds to telephone and wireless phone inquiries at a call-taker workstation, determines when information is sufficient to accurately conclude the nature of assistance required (i.e., police, fire, or medical), utilizes structured protocols, records appropriate information, determines priority of response, provides the required assistance or relays information to appropriate staff.
- Provides pre-arrival and post dispatch instructions to the caller in order to mitigate or lessen the impacts of their emergency prior to arrival of public safety responders.

- Utilizes life support protocols, as authorized under Maryland Emergency Medical Dispatch license/certification to provide instructions to caller.
- Enters information for broadcast to law enforcement officers throughout the County (i.e., lookout information concerning wanted or missing persons, officer welfare, and stolen vehicle data).
- Conducts inquiries into local, State, and national police computer databases to obtain and record information on arrest warrants, driver history, suspect vehicles, or stolen property, vehicles, securities, boats, and firearms.
- Provides information concerning special events, large crowds, and traffic congestion.
- Communicates with voice box devices for speaking impaired persons; operates teletype devices with the Maryland Relay Service for the hearing impaired requesting Police or other assistance; and utilizes language translation services to complete call processing from non-English speaking callers.
- Documents information such as new street names, house numbers, and phone numbers in order to update the Computer Aided Dispatch (CAD) System.
- Refers callers to other County, State, and Federal agencies or outside jurisdictions.
- Explains limited aspects of civil law and various aspects of traffic and criminal law to callers.
- Calls for vehicle towing services, road maintenance crews, and traffic signal light crews as needed.
- May periodically perform specialized training, coaching, and mentoring tasks for assigned new employees in training/entry status.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of non-dispatch SOPs of the Emergency Communications Center of both Law Enforcement and Fire Rescue, and applicable local, State and Federal laws.
- Knowledge of, and skill in the application of the requirements, capabilities, and user techniques for multiple automated systems (e.g., computerized warrant system, GIS mapping system, State and national systems for checking outstanding warrants, stolen vehicles and other properties, computerized phone system, mapping systems, and the CAD system) located at call-taking workstations.
- Knowledge of County geography, and ability to read and comprehend area maps.
- Ability to speak clearly and distinctly in English.
- Ability to quickly receive, to comprehend, and to relay information concerning a variety of situations from and to a variety of sources, staff members, and individuals.
- Ability to prioritize, to organize, and to appropriately address and respond to multiple closely spaced and simultaneous situations.
- 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 obtain and maintain CPR certification.
- Ability to obtain and maintain Emergency Medical Dispatch license.
- Ability to type at a net rate of twenty-five (25) words per minute.
- Ability to perform rotating shift work, and work on holidays in 24/7 environment.
- Ability to attend meetings or perform other assignments at locations outside the office.

MINIMUM QUALIFICATIONS:

Experience: One (1) year of experience performing the work of a Public Safety Emergency Call-taker I.

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

Equivalency: None.

LICENSE: None.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

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

Class Established: October, 2007 (M)

Revised: April, 2010

June, 2012 (M)

August, 2013

October, 2014