

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

**Code No. 003098
Grade 15**

PUBLIC SAFETY EMERGENCY CALL-TAKER I

DEFINITION OF CLASS:

This is entry level trainee public safety communications work in an emergency communications center, and involves learning to, and gaining experience in, receiving emergency and non-emergency public safety calls. Contacts include emergency communications instructors and more experienced co-workers, with the purpose of learning and applying the knowledge, skills, and abilities required to perform the work; and Police Officers and Fire Rescue personnel, 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 develop and apply skills in order to quickly ascertain from emotional, distraught individuals the nature of assistance they require.

An employee in this class is responsible for learning, developing, and 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 is acquired through structured classroom instruction and extensive on-the-job training. Initially, employees in this class work at a workstation under the direct, close observation and mentoring of a fully skilled Public Safety Communications Specialist III or a Public Safety Emergency Call-Taker II. Employees are expected to demonstrate increasing knowledge, skills and abilities; and supervision is reduced as this progress is made. Work is initially continuously monitored by a proficient Public Safety Communications Specialist III, Public Safety Emergency Call-Taker II or a Public Safety Communications Supervisor for accuracy, ability to calmly respond to emergency situations, and compliance with Standard Operating Procedures. Work is governed by extensive written guidelines, which must be followed closely with frequent reference to a Supervisor or experienced Public Safety Communications Specialist for appropriate response as new situations are encountered. Any deviation from established policies and procedures must be referred to a Supervisor or manager for resolution. Complexity of the work is derived from the variety of processes, procedures, and systems the employee is expected to learn and apply in responding to a broad spectrum of situations and circumstances. The employee learns to provide timely and appropriate responses to incoming calls from the public and 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)

- Develops multi-tasking skills required to respond to emergency situations.
- Responds to telephone and wireless phone inquiries at a call-taker workstation.

- Determines via structured protocols whether information is sufficient to accurately ascertain the nature of assistance required (i.e. police, fire, or medical), 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 appropriate 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 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.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to learn and commit to memory SOPs of the Emergency Communications Center of both law enforcement and Fire Rescue, and applicable local, State and Federal laws.
- Ability to acquire knowledge of and skill in 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.
- Ability to acquire knowledge of County geography, and learn how 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 obtain and 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 a 24/7 environment.
- Ability to attend meetings or perform other assignments at locations outside the office.

MINIMUM QUALIFICATIONS:

Experience: One (1) year of responsible work experience involving public contact.

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 twelve (12) 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

September, 2014

October, 2014