

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

**Code No. 003099
Grade 15**

PUBLIC SAFETY 911 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, for the purpose of learning and applying the knowledge, skills, and abilities required to perform the work; ECC Supervisor and other ECC personnel, Fire/Rescue responders, Fire/Rescue Command Officers/Staff, the Jurisdictional Medical Director, representatives of other public safety and support agencies, and the general public for 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 Emergency Call Center Supervisor. 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 the Emergency Call Center 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 911 Call-Taker II 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 dispatches to emergency and life-threatening situations. Some 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 and non-emergency situations.
- Responds to telephone and wireless 911 phone requests at a call-taker workstation for emergency and non-emergency services, utilizes structured protocols determines when information is sufficient

to accurately ascertain the nature of assistance required, records appropriate information, determines priority of response, transfers caller and dispatch information to emergency radio dispatchers, provides pre-arrival and post-dispatch instructions to the caller in order to mitigate or lesser the impacts of their emergency prior to arrival of professional emergency responders utilizing dispatch life support protocols, as authorized under Maryland Emergency Medical Dispatch license/certification, to provide the appropriate post-dispatch instructions to 911 caller.

- Communicates with voice box devices for speaking impaired persons, and teletype devices and the MD Relay Service for the hearing impaired persons seeking emergency or non-emergency services.
- Utilizes language translation services to complete call processing form non-English speaking 911 callers.
- Documents information such as street names, house numbers, and phone numbers in order to update the Computer Aided Dispatch (CAD) system.
- Identifies when it is appropriate to refer callers to the other County, State, or Federal agencies or outside jurisdictions.
- When requested or directed, performs routine equipment and worksite preventative maintenance tasks to help maintain operational capability.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to learn Fire/Rescue Communications policies, procedures, training bulletins, information bulletins, Fire and Rescue Commission policies and procedures, and Fire/Rescue policies and procedures, along with a variety of local, regional, state, national and federal policies and procedures.
- Ability to acquire knowledge of 911 Phase 2 capable telephone system with integrated Telecommunication for Deaf Device (TDD) system, Graphical User Interface System (GUI) based Computer Aided Dispatch (CAD) system, Automatic Vehicle Location (AVL) system, Automated Vehicle Recommendation Routing (AVRR) system, 20 channel 800 MHz digitally trunked radio system, Mobile Data Computer (MDC) system, and Geographical Information Mapping System (GIS).
- Ability to use printed resource materials to assist in providing responses to the public (i.e., Haines Directory, ADC Map Book, etc.), read road maps and know general geography of Montgomery County.
- Ability to acquire knowledge of GUI/Window-based programs, various automated systems utilized by the emergency communications Center and parent agencies, County Intranet systems, time sheet recordation, and all forms applicable to ensure adherence to proper procedure.
- Ability to attain knowledge of functional responsibilities of Montgomery County Government to direct citizen inquiries appropriately and types of incidents to be transferred to Montgomery County Police and other jurisdictions and agencies.
- Ability to perform multi-tasking functions necessary to prioritize emergency response to multiple events simultaneously with emphasis on ensuring emergency responder and public safety.
- Ability to enunciate words or phrases clearly and distinctly in English, elicit essential elements of information from people who often call in a distressed state, and think logically and clearly while keeping records and writing legibly in English.
- Ability to quickly receive and record information about routine and emergency situations.
- Ability to type at a net rate of 25 words per minute.

- Ability to perform rotating shift work, and work on holidays in a 24/7 environment.
- Ability to learn to simultaneously utilize multiple source of guidelines to initiate expedient, accurate and appropriate responses to citizens, firefighters/rescuers and other callers with emergency, routine and administrative calls for service.
- Ability to accept constructive criticism and apply feedback to daily performance.
- Ability to attend meetings or perform other assignments at locations outside the office, as necessary.

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 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: June, 2009 (M)

Revised: April, 2010

August, 2013

September, 2014

October, 2014