

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

**Code No. 103092
Grade 23**

PUBLIC SAFETY EMERGENCY COMMUNICATIONS SUPERVISOR

DEFINITION OF CLASS:

This is first level supervisory work involving responsibility for the work of a team of Public Safety Emergency Communications Specialists assigned to call taking and dispatching services at the Police Emergency Communications Center (ECC). Personal contacts include ECC call takers and dispatchers, all other ECC staff, police officers, fire and rescue personnel, animal service officers, jurisdictional medical director, public safety field supervisors and command staffs, 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, and the general public daily with the purpose of receiving and relaying information, coordinating mutually supporting actions among public safety units and employees, and providing police officers or fire/rescue personnel with vital communications. This class is responsible for receiving and executing all directions relayed to them via the Public Safety Emergency Communications Manager. 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 law enforcement, fire/rescue 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 Emergency Communication Specialists working in a 24/7 environment in three operational areas and performing multiple discipline 9-1-1 emergency and non-emergency call taking, law enforcement dispatch, and Fire/EMS dispatch. Work is performed subject to rotating shifts, under the direction of the ECC Public Safety Emergency 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, operation and maintenance of automated computer data systems, operations and maintenance of public safety communications and radio equipment, reference and police or fire/rescue codes, and policies/ procedures covering notifications and messaging. Considerable judgment and discernment is required to apply and/or modify available guidelines to a variety of critical and unique emergency situations. The supervisor must interpret guidelines and provide direction to subordinate staff regarding the proper course of action. The complexity of this class is marked by the requirement for the employee to plan, organize, quickly react, problem solve, and make decisions to respond quickly and correctly to crisis situations, multiple

simultaneous events; 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 displays 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, fire/rescue 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 Emergency Communications Specialists working in a 24/7 environment in three operational areas, multiple discipline 9-1-1 emergency and non-emergency call taking, law enforcement dispatch, and Fire/EMS dispatch; 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, fire/rescue and citizen calls and inquiries from law enforcement, fire/rescue 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, fire/rescue units, patrol and specialized law enforcement officers conducting operations across 200 radio talk groups; personally supervises communications support for major events/disasters between police, fire/rescue 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 emergency communications equipment, notifying appropriate support staff, 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 determines the need for police response and/or signal modifications.
- Prepares, advises on, or reviews proposed SOPs that govern the work of the ECC.
- Periodically performs specialized training, coaching, and mentoring tasks for assigned employees in training/entry status.
- As required, performs the operational duties of the Public Safety Emergency Communication Specialist (PSECS) performing call taking and dispatcher functions as part of their daily shift assignment.
- Assumes management of the ECC in the absence of the Public Safety Emergency Communications 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 all aspects (Police, Fire/EMS) of public safety emergency 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, 200+ 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 and County fire codes.
- Knowledge of Federal, State and local laws and regulations regarding public safety 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.
- Skill in the assignment and evaluation of employees.
- Skill in the operation of automated police and fire/rescue 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 Dispatch Protocol Systems.
- Ability to maintain CPR certification.

- Ability to obtain and maintain State of Maryland Emergency Medical Dispatch license.
- Ability to work rotating shift work, and on holidays and mandatory overtime in a 24/7 environment.
- Ability to attend meetings or perform other assignments at locations outside the office, if necessary.
- Ability to handle stress

MINIMUM QUALIFICATIONS:

Experience: Thorough (five (5) years) experience working in Montgomery County communications center including two years as a Public Safety Communications Specialist III, Public Safety Communications Specialist IV or as a Senior Public Safety Emergency Communications Specialist.

Education: Graduation from high school or High School Certificate of completion recognized in the State of Maryland. Completion of 1,920 hours of Montgomery County Police Emergency Communications Center (ECC) classroom and practical training.

Equivalency: None

LICENSE: Upon Completion of Probationary Period: Possession and maintenance of CPR certification; Law Enforcement Dispatch, Fire Dispatch, and Emergency Medical Dispatch Protocol System certifications; State of Maryland Emergency Medical Dispatch license; METERS/NCIC certification; Communications Training Officer Certification must be obtained by the completion of the probationary period.

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: Limited Core Exam with Drug Screen

Class Established: December 1978

Revised: May 1980

February 1986

March 1987

September 1988

Classification Study: December, 1994(M)

March 1998

Classification Study: July 2000 (M)

September 2000

Classification Study: April 2005 (M)

May 2006

April 2010

July 2013

August 2013

October 2014

February 2016

Revised (Minimum Qualifications): August 2023

Formerly Titled: “Public Safety Communications Supervisor”