

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

**Code No. 203096
Grade 17**

PUBLIC SAFETY EMERGENCY COMMUNICATIONS SPECIALIST II

DEFINITION OF CLASS:

This is developmental level work involving public safety communications in a 24/7, 9-1-1 emergency communications center. The employee is proficient as a public safety multi-discipline call taker providing service between the general public in crisis and law enforcement, fire, emergency medical, and animal control providers in the field and is working to qualify as a dispatcher in one public safety area. Contacts primarily include Police Officers, Fire/Rescue Personnel, animal service officers, jurisdictional medical director, representatives of other public safety and support agencies, and the general public daily with the purpose of receiving and relaying information, and coordinating mutually supportive actions among public safety units and employees, and provide field Police Officers or Fire/Rescue Personnel with vital communications. Contacts also include instructors and communications training officer during the training portions of their duties. Personal assistance is provided to citizens requesting emergency and non-emergency help via telephone calls or other communication devices received in the emergency communications center. Employees in this class are developing highly skilled listening ability in order to quickly and accurately ascertain from emotional, distraught individuals, the nature of assistance required.

An employee in this class is responsible for applying knowledge of the practices, methods, standards, and procedures of public safety emergency communications in a 9-1-1 environment combined with skill in the use of various radio and telephone equipment and other integrated systems at call taking and dispatching work stations. Work is performed under the supervision of a Public Safety Emergency Communications Supervisor, or higher level Public Safety Emergency Communications Specialist, who provides instruction in new, unusual and/or difficult situations. Employees in this class apply judgment and discernment in responding to requests for assistance. An employee's work may be checked in progress and usually upon completion for compliance with established procedures; otherwise, employees proceed on their own to respond to calls for assistance and dispatch Police Officers or Fire/Rescue Personnel. The work is covered by extensive written policies, guidelines, and procedures covering such areas as standards of operation and conduct, operation and maintenance of automated computer data systems, operation and maintenance of public safety communications and radio equipment, references and Police or Fire/Rescue codes, and procedures covering notifications/messaging. Strict adherence to available guidelines is required and employees are expected to use judgment in selecting and applying the guidelines applicable to calls and dispatches. Because of the developmental nature of the work, a supervisor frequently provides additional guidance and instruction concerning the course of action to take to resolve a situation. The complexity of this class of work is reflected by the requirement of employees to operate various types of automated communications equipment; the need for immediate response to a request for assistance whereby an employee draws upon numerous, standard procedures, rules and regulations which have been committed to memory; and the handling of one or more events and/or processes requiring the initiation/tracking of multiple actions simultaneously. The purpose of the work is to receive and provide verbal response to the public who are contacting the County's 9-1-1 emergency response systems or non-emergency police telephone number and to dispatch and provide status and other information to a large number of Police Officers or Fire/Rescue Personnel in response to emergency calls received. The work impacts the safety of the public and of Police Officers or Fire/Rescue Personnel. The work requires timely and appropriate

responses to incoming calls from the public and to requests for police, fire or medical dispatches to emergency situations which may be potentially life-threatening in nature. The work requires an employee to sit for prolonged periods at a designated workstation monitoring computer screens and entering data. An employee in this class may be required to rotate shifts and days off.

EXAMPLES OF DUTIES: (Illustrative Only)

- Responds to telephone contact initiated by the public via landline, wireless, and VoIP phones and/or text for emergency and non-emergency inquiries at a call taker work station in the County's Emergency Communications Center; determines when information is sufficient to accurately ascertain the nature of assistance required (i.e. law enforcement, fire, medical, animal control), utilizes structured protocols, records appropriate information, determines priority of responses, provides the required assistance or relays information to appropriate staff, explains limited aspects of civil law and various aspects of traffic and criminal law to the public.
- 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.
- Maintains radio contact with and records status of numerous Police Officers assigned to a geographical section of the County at a law enforcement dispatcher work station; dispatches Police Officers to respond to calls for assistance which are of a routine or emergency nature. Provides special instructions, premise, hazard information, and additional information (i.e., license numbers, address verifications, data from police reports, directions, emergency information, etc.) as appropriate and/or as requested by the Police Officers; enters information and confirms status of information for broadcast to law enforcement Officers throughout the County (i.e., lookout information for wanted or missing persons, information concerning the welfare of Officers, stolen vehicle data, etc.); reassigns incidents to other police units or expands assignments to include additional police units as priorities, needs, and conditions changes.
- Makes inquiries into local, state, and national police computer data bases to obtain/record information on arrest warrants, driver history, stolen property, stolen vehicles, securities and boats, vehicles, firearms, etc.
- Maintains radio contact with and records status of fire/rescue personnel assigned throughout the County as a fire/EMS dispatcher work station; dispatches fire/rescue units to respond to calls for assistance which are of a routine or emergency nature. Provides special instructions, hazard information, and additional information (i.e., license numbers, address verifications, directions, emergency information, etc.) as appropriate and/or as requested by the fire/rescue personnel; enters information and confirms status of information for broadcast to fire/rescue personnel throughout the county; reassigns incidents to other fire/rescue units or expands assignments to include additional fire/rescue units as priorities, needs and conditions change.
- Communicates with voice box, teletype, and text devices, video relay services and the Maryland Relay Service for the hearing impaired requesting police, fire, medical or other assistance; identifies foreign speaking callers and utilizes language translation services, as necessary to complete call processing.
- Provides information concerning special community/county-wide events, large crowds, traffic congestion, etc.; processes calls to and for vehicle towing services, road maintenance crews, traffic signal light crews, etc.
- 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 SOPs of the Emergency Communications Center for Law enforcement or Fire/Rescue and applicable local, State and Federal laws.
- Knowledge of an extensive volume of written directives, procedures, guidelines, regulations, and protocols (local/state/federal public safety radio communications regulations, training bulletins, public safety or fire/rescue codes, etc.) governing law enforcement, fire and medical call-taking in the County Emergency Communications Center.
- Knowledge of and skill in the application of the requirements, capabilities, and user techniques for multiple automated systems (e.g., computer aided dispatch system, computerized warrant system, state and national system for checking outstanding warrants and stolen vehicles, mutual aid radio system, computerized phone system, mapping systems) located at call taking work stations.
- General knowledge of basic differences between civil, traffic, and criminal laws and the County fire code.
- General knowledge of functional responsibilities of County Government departments and agencies.
- Ability to learn and maintain knowledge of police, animal control, or fire/rescue dispatching functions in the County Emergency Communications Center.
- Ability to speak clearly and distinctly with various audiences.
- Ability to quickly receive, comprehend, record, monitor, and relay information about routine and emergency situations.
- Ability to priorities, organize, and multi-task simultaneous actions.
- 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 Dispatch Protocol Systems.
- Ability to obtain and maintain CPR certification.
- Ability to obtain Communications Training Officer (CTO) certification
- Ability to obtain and maintain State of Maryland Emergency Medical Dispatch license.
- Ability to operate automated computer systems.
- Ability to work rotating shifts, 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.
- Ability to write clearly to document the performance of an assigned trainee.

MINIMUM QUALIFICATIONS:

Experience: Five (5) months experience as a Public Safety Emergency Communications Specialist I

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

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 must be obtained by the completion of the probationary period.

PROBATIONARY PERIOD:

The probationary period is six (6) months for a full-time or part-time employee newly appointed or promoted to a merit system position, unless there is a statutory training requirement or an existing practice

of a longer duration. 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: May 1980

Revised: November 1983

March 1987

September 1988

Classification Study: December 1994 (M)

March 1998

September 2000

Classification Study: February 2006 (M)

April 2010

July 2013

August 2013

June 2014

February 2016

Formerly Titled: Public Safety Communications Specialist II