

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

**Code No. 003094
Grade 19**

PUBLIC SAFETY COMMUNICATIONS SPECIALIST III*

DEFINITION OF CLASS:

This is full performance level work involving public safety communications in an emergency communications center. Contacts primarily include Police Officers, Fire/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, coordinating mutually supporting actions among public safety units and employees, and provide field Police Officers or Fire/Rescue Personnel with vital communications. Personal assistance is provided to citizens requesting emergency and non-emergency help via telephone calls received in the emergency communications center. Judgment is used 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 full range of practices, methods, standards, and procedures of public safety 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. Employees in this class independently carry out assignments and handle all types of situations (routine and non-routine) in accordance with established policies, procedures, training, and instructions. Work is subject to spot check review (generally after the fact) by a supervisor for appropriateness and compliance with accepted practices. An employee in this class applies extensive guidelines (i.e., operating manuals, references, regulations, directories, procedural guides) governing standards of operation, operation and maintenance of automated computer data systems, operation of public safety communications and radio equipment, reference and police or fire/rescue codes, and policies/procedures covering notifications and messaging. Strict adherence to available guidelines is required for many aspects of the work; however, experienced judgment and discernment must be applied to select and/or modify methods and approaches to address unique emergency situations. The complexity of this class of work is marked by the employee's responsibility to quickly comprehend and assess facts and circumstances of events which may be unclear at the outset or may change as the events unfold, to select/initiate appropriate actions within short time frames, to monitor and/or respond to multiple actions and or events occurring simultaneously, and to routinely access and utilize multiple automated data sources and/or systems. The primary purpose of the work of this class is to assure responsiveness to incoming calls from the public and to dispatch and provide status and other information to Police Officers or Fire/Rescue Personnel. The work impacts the safety of the public and of Police Officers or Fire/Rescue Personnel. The employees of this class ensure that timely and appropriate responses are given to emergency situations which may be potentially life-threatening in nature. 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 or 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. The work requires an employee to sit for prolonged periods at a designated workstation monitoring computer screens and entering data. Employees are subject to rotating shifts and 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 approval to arrival of public safety responders, explains limited aspects of civil law and various aspects of traffic and criminal law to the public.
- Utilizes life support protocols, as authorized under Maryland Emergency Medical Dispatch license/certification to provide instructions to caller.
- Maintains radio contact with and records status of numerous Police Officers or Fire/Rescue Personnel assigned to a geographical section of the County at a dispatcher work station; dispatches Police Officers or Fire/Rescue Personnel to respond to calls for assistance which are of a routine or emergency nature; providing special instructions, 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 or Fire/Rescue Personnel; 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 or fire/rescue units or expands assignments to include additional police or fire/rescue 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 boars, vehicles, firearms, etc.
- Communicates with voice box devices for speaking impaired persons, teletype devices and the Maryland Relay Service for the hearing impaired requesting police, fire, medical or other assistance; identifies foreign speaking callers and utilizes AT&T Language translation services, as necessary to complete call processing.
- Provides information concerning special community/countywide 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.
- Listens to tape recordings in order to locate and isolate conversations.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of SOPs of the Emergency Communications Center for both Law Enforcement and Fire/Rescue, and applicable local, State and Federal laws.
- Thorough knowledge of an extensive volume of written directives, procedures, guidelines, regulations, and protocols (i.e., administrative and operational SOPs, local/state/federal police radio communications regulations, training bulletins, police and fire/rescue codes, etc.) governing law enforcement, fire and medical call-taking and police or fire/rescue dispatching functions in the

County Emergency Communications Center.

- Thorough 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 and dispatcher work stations.
- General knowledge of basic differences between civil, traffic, and criminal laws.
- General knowledge of functional responsibilities of County Government departments and agencies.
- Ability to speak clearly and distinctly.
- Ability to quickly receive, to comprehend, to record, to monitor, and to relay information about routine and emergency situations.
- Ability to priorities, to organize, and to multi-task simultaneous actions.
- 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 type at the net rate of twenty-five (25) words per minute.
- Ability to work 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, if necessary.

MINIMUM QUALIFICATIONS:

Experience: Thirty (30) months of experience as a Public Safety Communications Specialist II.

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

Equivalency: An equivalent number of years of experience in an emergency communications center may be substituted. Additional education beyond that required may not be substituted for the experience requirement.

License: State of Maryland Emergency Medical Emergency Dispatch license.

PROBATIONARY PERIOD:

Individuals appointed or promoted to 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: Core Exam with a Drug/Alcohol Screen.

Class Established: December 1978

Revised: May 1980

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
January 2015
July 2015

Formerly Titled: “Police Telecommunicator III”