

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

**Code No. 203093  
Grade 21**

**SENIOR PUBLIC SAFETY EMERGENCY  
COMMUNICATIONS SPECIALIST\***

**DEFINITION OF CLASS:**

This is advanced level work involving public safety communications operating in a 24/7 9-1-1 multi-discipline emergency communications center and providing call taking and dispatching services between the general public in crisis and law enforcement, fire, emergency medical and animal control providers in the field. 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. The purpose of these contacts is for receiving and relaying information, coordinating mutually supporting actions among public safety units and employees, and providing field police officers, fire/rescue personnel, animal service officers and/or emergency medical providers with vital communications. Judgment is used to quickly and accurately ascertain, from emotional, distraught individuals, the nature of assistance required. 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. This class may assume the duties of the supervisor on a designated shift in the supervisor's absence and provide input for Emergency Center Communications (ECC) procedures and processes operations affecting the completion of work (i.e., call taking, dispatching, office operations, IT, ECC training, etc.)

An employee in this class is responsible for applying thorough knowledge of the full range of 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. Employees in this class independently carry out assignments and handle all complex, in addition to, routine and non-routine situations 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 be fluent and competent in all aspects of public safety emergency communications; multidisciplinary call taking, law enforcement dispatch and fire/EMS dispatch. Incumbents in this class must 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, fire/rescue personnel, emergency medical and animal service personnel.

The work impacts the safety of the public and of police officers, fire/rescue personnel, emergency medical and animal service officers. 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 contacts initiated by the public via landline, wireless, and VoIP phones and/or text for emergency and non-emergency inquiries at a call-taker workstation in the County's Emergency Communications Center determines when information is sufficient to accurately conclude the nature of assistance required (i.e. law enforcement, fire, medical, or animal control); utilizes structured protocols, records appropriate information, determines priority of response, and 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 assigned to a geographical section of the County at a dispatcher work station; dispatches Police Officers 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; 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 boars, vehicles, firearms, etc.
- Maintains radio contact with and records status of fire/rescue personnel assigned throughout the County at a fire/EMS dispatcher work stations; 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 condition change.
- 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 language translation services, as necessary to complete call

- May periodically perform the operational duties of the Public Safety Emergency Communications Supervisor directing call taking or dispatcher functions as part of their daily shift assignment.
- Trains, coaches and mentors assigned employees in training status or lower graded classes in the Public Safety Emergency Communications Specialist occupational series.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Thorough knowledge of SOPs of the Emergency Communications Center for both Law Enforcement and Fire/Rescue, and applicable local, State and Federal laws.
- Comprehensive and thorough knowledge of an extensive volume of written directives, procedures, guidelines, regulations, and protocols (i.e., administrative and operational SOPs, local/state/federal public safety radio communications regulations, training bulletins, police or fire/rescue codes, etc.) governing law enforcement and medical call-taking and police, fire/rescue and animal 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 the differences between civil, traffic, and criminal laws and County fire code.
- General knowledge of functional responsibilities of County Government departments and agencies.
- Ability to speak clearly and distinctly with the public.
- 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 National Crime Information Center (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 cardiopulmonary resuscitation (CPR) certification.
- Ability to obtain and maintain State of Maryland Emergency Medical Dispatch license.
- Ability to write clearly to document the performance of an assigned trainee.
- Ability to work rotating shifts, holidays and mandatory overtime in a 24/7 environment.
- Ability to handle stress.
- Ability to attend meetings or perform other assignments at locations outside the office, if necessary.

### **MINIMUM QUALIFICATIONS**

**Experience:** Twenty-four (24) months of experience as a Montgomery County Public Safety Emergency Communications Specialist IV.

**Education:** Completion of high school or High School Certificate of completion recognized in the State of Maryland, or possession of a High School equivalency certificate.

**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 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:** Limited Core Exam with Drug Screen

Class Established: February, 2016