

THE CITY OF FREDERICK	 FREDERICK MARYLAND	JOB DESCRIPTION
JOB TITLE & GRADE: Emergency Communications Specialist I, II, III, - Grade 3 - 5	REPORTS TO: Manager of Emergency Communications Center	
DEPARTMENT NAME: Police	DEPARTMENT LOCATION: 100 West Patrick Street Frederick, MD Work Location: Various	
POSITION STATUS: Full Time	WORK SCHEDULE: 12-hour shifts: Day Shift: 6am to 6pm; or Night Shift: 6pm to 6am	
EEO CATEGORY: Administrative Support	FLSA STATUS: Non-Exempt	
SAFETY SENSITIVE: <input type="checkbox"/> Yes <input type="checkbox"/> No	REVISION DATE: May 2022	
ESSENTIAL PERSONNEL: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

JOB SUMMARY:

The Emergency Communications Specialists work within the Emergency Communications Center at the Frederick County Law Enforcement Center, Public Safety Training Facility and Frederick Police Headquarters. The Emergency Communications Specialists are responsible for receiving emergency calls and non-emergency calls made to the department and are responsible for providing dispatch services to the Police Department using a computer-aided dispatch (CAD) system. Consistently communicating with First Responders and Citizens simultaneously in times of great distress, harm, fear or injury. The Supervisor of Emergency Communications Center provides overall supervision. Additionally, the Police Department sworn supervisor or Watch Commander may provide technical or functional supervision in the absence of the Emergency Communications supervisory staff.

Special Considerations:

This is a civilian position located within the Police Department's Emergency Communications Section that plays a critical role in emergency response. Every Emergency Communications Specialist is responsible for all functions in communications, including call taking, dispatching, computer data entry, query, and retrieval, simultaneously. Work requires the exercise of initiative and independent judgment in implementing established work methods and procedures.

This position requires the incumbent to interact with citizens in person and over the phone in a manner, which promotes the highest level of professionalism. Incumbent must also be able to assist citizens while maintaining a positive courteous demeanor.

Special Selection Criteria: Must possess an excellent moral character and background that will withstand a comprehensive background investigation and subsequent polygraph(s).

EMERGENCY COMMUNICATIONS SPECIALIST I

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Using a computer aided dispatch (CAD) system, receives emergency calls from the public requesting police or other emergency service.

- Determines nature and location of emergency, determine priorities, and dispatches police or other emergency units as necessary and in accordance with established procedures.
- Receives and processes emergency and non-emergency calls.
- Maintains contact with all units on assignment.
- Maintains status and location of police units.
- Monitors video surveillance monitors located throughout headquarters.
- Enters, updates, and retrieves information from a variety of computer systems.
- Receives requests for information regarding vehicular registration, driving records, and warrant information, and provides pertinent data consistently while performing other tasks.
- Monitors several complex public safety radio frequencies.
- Asks vital questions and provides pre-arrival instructions for emergency and non-emergency calls.
- Identifies appropriate number and type of equipment or apparatus to dispatch.
- Operates a variety of communications equipment, including radio consoles, telephones and computer systems.
- Arranges for tow trucks and public works emergency service or contact appropriate agencies.
- Performs a variety of record keeping, filing, indexing, and other general clerical work.
- Tests and inspects equipment as required.
- Maintains the highest level of confidentiality on all information received from all computer systems and phone calls.
- Due to the unpredictable nature of emergency work, it is essential that incumbents assigned to this classification be capable of working hours beyond their assigned shifts.
- Performs other duties as assigned.

QUALIFICATIONS: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Must be a U.S. Citizen, at least 18 years of age.

REQUIRED EDUCATION AND/OR EXPERIENCE:

- High school diploma or General Education Diploma (GED).

REQUIRED CERTIFICATES AND/OR LICENSES:

- Vehicle Operator’s license with satisfactory driving record that meets insurability standards of the City’s insurance carrier is required. The employee must maintain the license for the duration of their employment.

REQUIRED SKILLS (Communication/Language; Mathematical; Computer; etc.):

- Knowledge of principles of appropriate conflict resolution techniques.
- Knowledge of principles and procedures related to the operation of computer aided dispatch systems.
- Knowledge of department General Orders and precedents pertaining to the dispatching of emergency equipment.
- Knowledge of standard radio and telephone communications receiving and transmitting equipment.
- Knowledge of standard broadcasting procedures and rules.
- Knowledge of the operation of common radio dispatch equipment.
- Knowledge of public safety classification codes.
- General knowledge of laws and ordinances to properly classify calls for service.
- General Knowledge of the geography of The City of Frederick.
- Ability to work day, evening and night shifts.
- Ability to work Holidays and Weekends.
- Ability to actively listen and speak to people plainly and clearly by radio and phone, often in some state of distress.
- Ability to greet citizens with a positive attitude and provide assistance to citizens either on the phone or in person.
- Ability to comprehend and make inferences from written material.
- Ability to use logic and reasoning to reach conclusions and approaches to problems.
- Ability to multitask by effectively deploying Public Safety resources as required; simultaneously tracking their movements, updating responding units and citizens as information is obtained.

- Ability to follow instructions.
- Ability to empathize and show compassion.
- Ability to remain calm in distressing situations.
- Ability to operate a computer aided dispatch system, computer systems, and other office equipment quickly and accurately.
- Ability to problem solve—to prioritize the most important situations and think quickly on your feet.
- Ability to exercise good judgment and make sound decisions in emergency situations and with minimal supervision.
- Ability to possess tact; courtesy; reliability; accuracy; emotional stability.
- Ability to learn geographic features and streets of The City of Frederick.
- Ability to type at a speed of a minimum of 30 words per minute.
- Ability to write and speak clearly and concisely and spell correctly utilizing the English language.
- Ability to effectively communicate with and elicit information from upset and irate citizens.
- Ability to understand and follow oral and written instructions utilizing the English language.

OTHER DESIRABLES:

- Bilingual.
- Customer Service experience.
- Dispatching experience within a Police or Fire dispatch environment.
- CJIS certification.
- International Academy of Emergency Dispatch (IAED) certification(s).

EMERGENCY COMMUNICATIONS SPECIALIST II

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Completes minor administrative tasks as delegated by the Communications Supervisory staff.
- Using a computer aided dispatch (CAD) system, receives and processes emergency calls from the public requesting police or other emergency service.
- Determines nature and location of emergency and assigns the level of priority of the call and enters the data into a computer-aided dispatch system for radio dispatch purposes, dispatching police or other emergency units as necessary and in accordance with established procedures.
- Receives and processes emergency and non-emergency calls.
- Maintains contact with all units on assignment.
- Maintains continuous status and location records of all police vehicles.
- Monitors video surveillance monitors located throughout headquarters.
- Enters, updates, and retrieves information from a variety of computer systems.
- Receives requests for information regarding vehicular registration, driving records, and warrant information, and provides pertinent data consistently while performing other tasks.
- Monitors several complex public safety radio frequencies.
- Asks vital questions and provides pre-arrival instructions for emergency and non-emergency calls.
- Identifies appropriate number and type of equipment or apparatus to dispatch.
- Operates a variety of communications equipment, including radio consoles, telephones and computer systems.
- Arranges for tow trucks and public works emergency service or contact appropriate agencies.
- Assists with court paperwork entry, Quality control 2nd checks and validations in CJIS.
- Maintains the highest level of confidentiality on all information received from all computer systems and phone calls.
- Due to the unpredictable nature of emergency work, it is essential that incumbents assigned to this classification be capable of working hours beyond their assigned shifts.
- Performs other duties as assigned.

QUALIFICATIONS: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Must be a U.S. Citizen, at least 18 years of age.
- Recommendation from Communications Supervisor.

REQUIRED EDUCATION AND/OR EXPERIENCE:

- High school diploma or General Education Diploma (GED).
- Three (3) years of Dispatching experience in a Maryland Public Safety Answering Point (PSAP).
- Certified as Communications Training Officer (CTO).

REQUIRED CERTIFICATES AND/OR LICENSES:

- Vehicle Operator's license with satisfactory driving record that meets insurability standards of the City's insurance carrier is required. The employee must maintain the license for the duration of their employment.
- Certifications from IAED (International Academy of Emergency Dispatch) for Emergency Medical, Emergency Fire and Emergency Police Dispatch. The employee must maintain the certifications for the duration of their employment.
- CN1 Certification in METERS (Maryland Electronic Telecommunications Enforcement Resource System). The employee must maintain the certification for the duration of their employment.
- CPR Certification. The employee must maintain the certification for the duration of their employment.

REQUIRED SKILLS (Communication/Language; Mathematical; Computer; etc.):

- Knowledge of principles of appropriate conflict resolution techniques.
- Knowledge of principles and procedures related to the operation of computer aided dispatch systems.
- Knowledge of department General Orders and precedents pertaining to the dispatching of emergency equipment.
- Knowledge of standard radio and telephone communications receiving and transmitting equipment.
- Knowledge of standard broadcasting procedures and rules.
- Knowledge of the operation of common radio dispatch equipment.
- Knowledge of public safety classification codes.
- General knowledge of laws and ordinances to properly classify calls for service.
- Ability to work day, evening and night shifts.
- Ability to work Holidays and Weekends.
- Ability to actively listen and speak to people plainly and clearly by radio and phone, often in some state of distress.
- Ability to greet citizens with a positive attitude and provide assistance to citizens either on the phone or in person.
- Ability to comprehend and make inferences from written material.
- Ability to use logic and reasoning to reach conclusions and approaches to problems.
- Ability to multitask by effectively deploying Public Safety resources as required; simultaneously tracking their movements, updating responding units and citizens as information is obtained.
- Ability to follow instructions.
- Ability to empathize and show compassion.
- Ability to remain calm in distressing situations.
- Ability to operate a computer aided dispatch system, computer systems, and other office equipment quickly and accurately.
- Ability to problem solve—to prioritize the most important situations and think quickly on your feet.
- Ability to exercise good judgment and make sound decisions in emergency situations and with minimal supervision.
- Ability to possess tact; courtesy; reliability; accuracy; emotional stability.
- Ability to learn geographic features and streets of The City of Frederick.
- Ability to type at a speed of a minimum of 30 words per minute.
- Ability to write and speak clearly and concisely and spell correctly utilizing the English language.
- Ability to effectively communicate with and elicit information from upset and irate citizens.
- Ability to understand and follow oral and written instructions utilizing the English language.
- Ability to enter various types of Court Paperwork into the required databases.
- Ability to validate various types of METERS/NCIC entries on a monthly basis.
- Ability to perform quality control/second checks on METERS/NCIC entries.

OTHER DESIRABLES:

- Bilingual.

EMERGENCY COMMUNICATIONS SPECIALIST III**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Completes minor administrative tasks as delegated by the Emergency Communications Supervisory staff.
- Using a computer aided dispatch (CAD) system, receives and processes emergency calls from the public requesting police or other emergency service.
- Determines nature and location of emergency and assigns the level of priority of the call and enters the data into a computer-aided dispatch system for radio dispatch purposes, dispatching police or other emergency units as necessary and in accordance with established procedures.
- Receives and processes emergency and non-emergency calls.
- Maintains contact with all units on assignment.
- Maintains continuous status and location records of all police vehicles.
- Monitors video surveillance monitors located throughout headquarters.
- Enters, updates, and retrieves information from a variety of computer systems.
- Receives requests for information regarding vehicular registration, driving records, and warrant information, and provides pertinent data consistently while performing other tasks.
- Monitors several complex public safety radio frequencies.
- Asks vital questions and provides pre-arrival instructions for emergency and non-emergency calls.
- Identifies appropriate number and type of equipment or apparatus to dispatch.
- Operates a variety of communications equipment, including radio consoles, telephones and computer systems.
- Arranges for tow trucks and public works emergency service or contacts appropriate agencies.
- Assists with court paperwork entry, Quality control 2nd checks and validations in CJIS.
- Maintains the highest level of confidentiality on all information received from all computer systems and phone calls.
- Provides their shift mates technical guidance as needed.
- Due to the unpredictable nature of emergency work, it is essential that incumbents assigned to this classification be capable of working hours beyond their assigned shifts.
- Performs other duties as assigned.

QUALIFICATIONS: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Must be a U.S. Citizen, at least 18 years of age.

REQUIRED EDUCATION AND/OR EXPERIENCE:

- High school diploma or General Education Diploma (GED).
- Five (5) years of Dispatching experience in a Public Safety Answering Point (PSAP).
- Certified as Communications Training Officer (CTO).
- Minimum of 40 hours of advanced training as recommended or approved by Manager of Emergency Communications.

REQUIRED CERTIFICATES AND/OR LICENSES:

- Vehicle Operator's license with satisfactory driving record that meets insurability standards of the City's insurance carrier is required. The employee must maintain the license for the duration of their employment.
- Certifications from IAED (International Academy of Emergency Dispatch) for Emergency Medical, Emergency Fire and Emergency Police Dispatch. The employee must maintain the certifications for the duration of their employment.

- CN1 Certification in METERS (Maryland Electronic Telecommunications Enforcement Resource System). The employee must maintain the certification for the duration of their employment.
- CPR Certification. The employee must maintain the certification for the duration of their employment.

REQUIRED SKILLS (Communication/Language; Mathematical; Computer; etc.):

- Knowledge of principles of appropriate conflict resolution techniques.
- Knowledge of principles and procedures related to the operation of computer aided dispatch systems.
- Knowledge of department General Orders and precedents pertaining to the dispatching of emergency equipment.
- Knowledge of standard radio and telephone communications receiving and transmitting equipment.
- Knowledge of standard broadcasting procedures and rules.
- Knowledge of the operation of common radio dispatch equipment.
- Knowledge of public safety classification codes.
- General knowledge of laws and ordinances to properly classify calls for service.
- Ability to work Day, Evening and Night shifts.
- Ability to work Holidays and Weekends.
- Ability to actively listen and speak to people plainly and clearly by radio and phone, often in some state of distress.
- Ability to greet citizens with a positive attitude and provide assistance to citizens either on the phone or in person.
- Ability to comprehend and make inferences from written material.
- Ability to use logic and reasoning to reach conclusions and approaches to problems.
- Ability to multitask by effectively deploying Public Safety resources as required; simultaneously tracking their movements, updating responding units and citizens as information is obtained.
- Ability to follow instructions.
- Ability to empathize and show compassion.
- Ability to remain calm in distressing situations.
- Ability to operate a computer aided dispatch system, computer systems, and other office equipment quickly and accurately.
- Ability to problem solve—to prioritize the most important situations and think quickly on your feet.
- Ability to exercise good judgment and make sound decisions in emergency situations and with minimal supervision.
- Ability to possess tact; courtesy; reliability; accuracy; emotional stability.
- Ability to learn geographic features and streets of The City of Frederick.
- Ability to type at a speed of a minimum of 30 words per minute.
- Ability to write and speak clearly and concisely and spell correctly utilizing the English language.
- Ability to effectively communicate with and elicit information from upset and irate citizens.
- Ability to understand and follow oral and written instructions utilizing the English language.
- Ability to demonstrate proficiency in entering various types of Court Paperwork into the required databases.
- Ability to demonstrate proficiency in validating various types of METERS/NCIC entries on a monthly basis.
- Ability to demonstrate proficiency in quality control/second checks on METERS/NCIC entries.
- Ability to act as team leader and supervisor liaison.

OTHER DESIRABLES:

- Bilingual.

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primary functions require sufficient physical ability and mobility to work in an office and emergency dispatch center setting; to stand or sit for prolonged periods of time (sometimes without the ability to move at will); to occasionally stoop, bend, kneel, crouch, reach, and twist; to occasionally lift and move less than 20 lbs. short distances, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including frequent use of a computer keyboard, and to verbally communicate to exchange information. Incumbents must be able to coordinate movement of more than one limb simultaneously and make fine, highly controlled muscular movements using a variety of computers and communications equipment.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction, giving the jobholder the ability to hear alarms and other auditory warning devices

WORK ENVIRONMENT/CONDITION: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed in an office and emergency services dispatch center setting with extensive public contact; incumbents are required to work evening, night, weekend, and occasional holiday shifts; incumbents may be called back or held over to maintain staffing levels. This position requires work to be performed indoors at the Law Enforcement Center, Public Safety Training Facility and Frederick Police Headquarters. The noise level in this environment can be high as the office is active with the presence of state, county and city Communications Specialists, phone calls and equipment sounds.

EMPLOYEE SIGNATURE:

By my signature, I hereby certify that I have received a copy of this job description. I understand that The City of Frederick may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy.

Employee Printed Name: _____

Employee Signature: _____ Date: _____