

Worcester County Job Opportunities

DEPARTMENT: EMERGENCY SERVICES
JOB TITLE: EMERGENCY COMMUNICATIONS SPECIALIST TRAINEE
COMPENSATION: GRADE 14/STEP 1 \$39,416 ANNUALLY/\$18.95 HOURLY – DAYSHIFT
6:30AM TO 6:30PM ROTATING SCHEDULE*
GRADE 14SHIFT/STEP 1 \$41,454 ANNUALLY/\$19.93 HOURLY – NIGHTSHIFT
6:30PM TO 6:30AM ROTATING SCHEDULE*
INITIAL TRAINING PERIOD ON DAYSHIFT 8AM TO 4:30PM MONDAY TO FRIDAY. ONCE
TRAINING COMPLETED, MOVE TO ROTATING SCHEDULE
*ROTATING SCHEDULE = 2 DAYS ON, 2 DAYS OFF, 3 DAYS ON, 2 DAYS OFF, 2 DAYS ON,
3 OFF, THEN REPEAT; SCHEDULE ROTATION WORKS EVERY OTHER WEEKEND

APPLICATION PERIOD: UNTIL FILLED

JOB SUMMARY: This individual is responsible for receiving all calls for emergency services, which includes radio and telephones, and reports to their immediate Shift Supervisor or Communications Manager, but is ultimately responsible to the Director of Emergency Services.

MARYLAND STATE RETIREMENT: This position will automatically participate in the Maryland State Retirement System. Membership is mandatory for employees that work over 500 budgeted hours in the fiscal year. As a member, 7% of your budgeted annual salary will be calculated, divided by 26 and deducted from your biweekly paycheck and sent to your account at Maryland State Retirement System.

GENERAL REQUIREMENTS:

- Drug and Alcohol Testing.
- Essential personnel subject to emergency call-back with little or no notice.
- Pre-employment background check and motor vehicle history
- Pre-qualifying test.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Receive and dispatch all emergency calls that include police, fire, ambulance and other agencies that call in for assistance utilizing 35 line telephone system and multi-group 800 Mhz radio system;
- Route administrative and non-emergency calls and walk-in messages;
- Write reports relating to emergencies;
- Conduct periodic testing of equipment;
- Provide pre-arrival medical, fire and police instructions;
- Maintain up to date knowledge of procedures as outlined in the Standard Operation Procedures;
- Maintain certification in Miles, EMD, EPD and EFD along with CPR/AED training;
- Adhere to the Worcester County Government Personnel Rules & Regulations;
- Maintain security procedures for 911 Center, Administrative Offices & EOC;
- Perform other related duties as required by the Shift & Communication Manager and Administrative Staff
- Ensures confidentiality of information and records and complies with record retention schedule
- Complies with the safety programs, procedures, training, fire drills, COOP plans, etc.

QUALIFICATIONS AND SKILLS:

- Minimum of a high school diploma and must acquire the following certification within 18-months of employment: National Crime Information Center, Maryland Inter-Agency Law Enforcement System, National Academy Emergency Dispatch, Medical, Fire and Police Protocols, Emergency Telecommunicator, Cardiopulmonary Resuscitation and basic National Incident Management System training.
- Must be able to receive, retain and transfer information during extremely stressful situations;
- Must be computer literate and have good typing skills.
- Must be able to work shift work, weekends and holidays.
- Knowledge of the geography of Worcester County.
- Familiar with office equipment, i.e. fax, copier and personal computer.
- Computer skills including Microsoft products and word processing software.

- All applicants must successfully complete pre-hire testing prior to interview.
- Able to work with coworkers and the public professionally, respectfully, and harmoniously
- Criminal background check and fingerprints required at time of interview.
- Ability to work with sensitive information and maintain confidentiality;
- Ability to follow verbal and written instructions; keep records and logs; complete written forms; and to communicate effectively with the public and coworkers. Ability to apply acquired knowledge to increasingly varied and complex tasks and performs multiple tasks simultaneously.
- Must be able to sit for long periods of time, speak clearly and concisely and work under stressful situations
- Employees with this job title are designated as Emergency/Essential and may be required with little or no notice to work.
- Possession of a valid driver's license and driving record with less than 4 points. Must provide a copy of the driving record.

SAFETY ANALYSIS:

(Rarely (<5% of the time), Occasional (5-25% of the time), Frequent (25-75% of the time); Constant (<75% of the time) Sedentary work; Constant sitting, viewing; Frequent talking, hearing; Occasional pushing, pulling, carrying, lifting up to 10 lbs. No known significant hazard risk.

- I have read and I am willing and able to perform all the essential job functions for this position

Signature: _____

Date: _____