

## Worcester County Job Opportunities

**DEPARTMENT:** EMERGENCY SERVICES

**JOB TITLE:** EMERGENCY COMMUNICATIONS QA/QI SPECIALIST

**COMPENSATION:** GRADE 18/STEP 1 \$23.99 HOURLY/\$49,899 ANNUALLY –  
GRADE 18/STEP 5 \$26.48 HOURLY/\$55,078 ANNUALLY

**WORK LOCATION:** GOVERNMENT CENTER BUILDING, ONE W. MARKET ST. SNOW HILL, MD 21863

**WORK SCHEDULE:** NORMAL WORK SCHEDULE IS MONDAY TO FRIDAY, 8:00AM TO 4:30PM. MAY REQUIRE EVENING OR WEEKEND WORK AS NEEDED.

**APPLICATION PERIOD:** UNTIL FILLED

**JOB SUMMARY:** The Quality Assurance and Quality Improvement Specialist is a specialized professional position in compliance and analytics. The primary responsibility is to review and monitor calls and radio transmissions handled by Worcester County Public Safety Answering Point to ensure policy and protocol compliance, excellent customer service and industry standards are met. This position reports directly to the Public Safety Communications Manager.

**GENERAL REQUIREMENTS:**

- Safety sensitive requiring Drug and Alcohol testing
- Ability to work evenings or weekends as needed
- Successfully pass pre-employment background check
- Successfully pass pre-employment psychological testing
- Possession of a valid driver's license, and a motor vehicle history with less than 4 points

**ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

- Responsible for the overall administration of Quality Assurance and Quality Improvement Program for the Communications Division
- Chairs the Worcester County Communications Dispatch Review Committee and actively participates in the Worcester County Communications Dispatch Steering Committee
- Completes quality assurance reviews on 9-1-1 and administrative telephone, radio, and computer aided dispatch records
- Writes comprehensive reports and addendum related to quality assurance matters including monthly and quarterly statistical data and compliance reports
- Provides recommendations related to continuous improvement processes in coordination with the Communications Manager for Training
- Provides recommendations to the Communications Manager related remedial training of staff
- Assist with identifying any needed training classes identified through the QA program
- Ensures departmental compliance with adopted policies, procedures, and standards of the Communications Division
- Apprises supervisors of calls for services of a serious or unusual nature and exemplary or noncompliant performance
- Assists with the development and delivery of training programs for the Communications Division as directed
- Maintain a database of all QA reviews
- Responsible for developing a pathway to accreditation as an Accredited Center of Excellence with

the International Academy of Emergency Dispatch and maintaining that accreditation

- Maintains currency as an Emergency Communications Specialist and may be assigned to the communications center as needed
- Completes assigned tasks accurately and by established deadlines
- Cross train and back up other staff as needed
- Establishes and maintains harmonious working relationships with co-workers, elected or appointed officials, and the general public using tact, discretion, sound judgment, and professionalism
- Complies with safety programs, procedures training, fire drills, COOP plans, etc. and works safely
- Ensures confidentiality of information and records and complies with record retention schedule
- Adheres to Worcester County Government Personnel Rules & Regulations
- Performs other related duties as required by the Communications Manager and chain of command

**QUALIFICATIONS AND SKILLS:**

- Minimum of a high school diploma or equivalent
- Minimum of five years of communications experience in a center providing medical, fire, and police call-taking and dispatching services
- Minimum of three years of supervisory experience
- Must have or acquire the following certification within 3-months of employment: International Academies of Emergency Dispatch Medical, Fire, Police and Quality Assurance Specialists Certificates, and Cardiopulmonary Resuscitation
- Must have a working knowledge of national standards and best practices related to emergency communications centers in general and quality assurance practices in particular
- Must be computer literate and have computer skills including Microsoft products and word processing software
- Must have basic typing skills including the ability to type 35 words per minute
- Demonstrate exceptional work ethic and be able to demonstrate and maintain good judgement
- Have outstanding problem-solving skills
- Have high level of oral and written communication skill, including the ability to articulate ideas, concepts, findings and results
- Ability to hear, understand and distinguish speech in the English language
- Must be able to work with minimal supervision
- Ability to deal tactfully, professionally and respectfully with co-workers and personnel from various government and public safety organizations
- Valid driver's license and driving record of less than 4 points (MD)

**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.

## Worcester County Government Benefits Information

Worcester County Government offers its employees a comprehensive benefits package, including medical, dental, and vision insurance, paid time off, holidays, retirement plans, and much more! To learn more details about our full range of benefits, please view our Benefits Guide at <https://www.jobs.worcestermd.gov>.

### **Paid Time Off**

Full time employees can accrue up to 248 hours of paid time off in the first year of employment starting on the first full pay period. This includes up to 80 hours of vacation, up to 120 hours of sick, and up to 48 hours of personal leave. The accrual for vacation increases after 6 years and 15 years. Unused vacation and sick leave can be rolled over annually as outlined in the policy details. Full time employees are granted 14 paid holidays in calendar year 2024.

### **Medical Benefits**

Full time employees are eligible for medical, dental, vision, flexible spending account(s), and AFLAC voluntary plans on the first day of the month after date of hire. Please visit our on-line Benefits Guide at the link above for additional details about the plans, co-pays, and premiums.

Full time employees are eligible for county paid life insurance and long-term disability insurance on the first day of the month following six months of employment.

### **Retirement**

All employees budgeted for 500 hours, or more will automatically participate in Maryland State Retirement effective on the date of hire, if not already retired from a Maryland State Retirement system. All employees are eligible to participate in a deferred compensation plan that offers pre-tax and ROTH contribution options. The county provides a \$1 for \$1 match of employee's contributions up to a maximum of \$1,000 per fiscal year as outlined in the plan documents.

### **Part Time Employees**

Part time employees are eligible to participate in the deferred compensation plan on the first day of the month after date of hire. Part time employees are eligible to earn 1 hour for every 30 hours worked of sick leave (up to 64 hours). Sick leave can be taken after a 106-day waiting period.

### **Extras for All Employees**

All employees are eligible to use the Fitness Room at the Worcester County Recreation Center at no cost. All employees have access to an Employee Assistance Program that provides telephone consultations and up to 3 face-to-face visits per year. All employees are eligible for SECU credit union membership.

**For more information**, please view our Benefits Guide at <https://www.jobs.worcestermd.gov> or call Human Resources at 410-632-0090.