

Worcester County Job Opportunities

DEPARTMENT: EMERGENCY SERVICES

JOB TITLE: EMERGENCY COMMUNICATIONS SPECIALIST TRAINEE

WORK LOCATION: WORCESTER COUNTY GOVERNMENT CENTER, ONE WEST MARKET ST.
SNOW HILL, MD

COMPENSATION AND

WORK SCHEDULE: GRADE 14/STEP 1 \$20.91 HOURLY/\$43,493 ANNUALLY– DAYSHIFT
6:30AM TO 6:30PM ROTATING SCHEDULE*

GRADE 14SHIFT/STEP 1 \$21.93 HOURLY/\$45,614 ANNUALLY-
NIGHTSHIFT 6:30PM TO 6:30AM ROTATING SCHEDULE*

INITIAL TRAINING PERIOD ON DAYSHIFT 8AM TO 4:30PM MONDAY -
FRIDAY AND THEN A 2:00PM-10:00PM SHIFT

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 DAY OFF, THEN REPEAT; SCHEDULE ROTATION WORKS
EVERY OTHER WEEKEND

***ADDITIONAL PAY WHILE ON CALL- \$28.57/DAY

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.

GENERAL REQUIREMENTS:

- Safety sensitive requiring drug and alcohol testing
- Essential personnel subject to emergency call-back with little or no notice. Subject to mandatory overtime as needed
- Must meet FBI and State of Maryland requirements for access to criminal justice information, including U.S. citizenship and a criminal background check
- Successfully pass a pre-qualifying computer dispatch test
- Successfully pass pre-employment background check, including fingerprinting, motor vehicle history, work history, criminal history, and references
- Successfully pass pre-employment physical examination, and psychological testing
- Must be able to work weekends and holidays
- Must be able to work day shift and night shift

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Using training and policies, receive and process requests for emergency services; answering them professionally, recognizing if a call is received from telephone, SMS/text, MMS/video, TTY/TTD, or an automated data feed from telematic sensors

- Interpret sensor data, images, and verbally communicated information to triage, prioritize, and initiate the correct emergency response
- Using knowledge of law enforcement, fire, and EMS protocols; prioritize and sequence calls promptly in limited time with limited or no supervision
- Demonstrate clear and effective communications with internal and external customers inclusive of active listening, call control, judgement, respect, and empathy
- Provide pre-arrival medical, fire and police instructions during high stress situations inclusive of CPR, childbirth, hemorrhaging, active shooter, and entrapments
- Manage challenging callers using appropriate handline of distressed, autistic, hearing-impaired, elderly, angry, and foreign-language-speaking callers
- Provide direct counseling to suicidal persons, domestic violence victims, and children
- Ascertain incident information by obtaining and verifying caller information and location, determining the nature of the incident, and all available data including but not limited to automated data, text, and multimedia messaging, and relaying that information to emergency responders verbally and digitally
- Coordinate with language translation operators and crisis counselors on multi-party calls as needed
- Make use of sensor data, maps, and GIS resources to ascertain the location of an emergency when a caller is not familiar with their surroundings or in an area lacking street addresses
- Operate complex public safety technology systems inclusive of Computer Aided Dispatch (CAD), Records Management Systems (RMS), Criminal Justice Information Systems (CJIS/NCIC), Geographic Information Systems (GIS), teletypewriter (TTY), computer-based call handling equipment (CHE), and complex computer based and hardware radio consoles
- Notify key personnel of critical incidents, using judgement to determine the need to contact other law enforcement and public safety agencies for additional information and resources as needed, or relaying information regarding incidents for situational awareness
- Activate mass community warning and notification systems to inform the public of impending critical information related to such things as severe weather impacts, potential injury, or life-safety events
- Manage chain of custody for records/documentation used in court proceedings and legal discovery
- 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
- Maintain security procedures for 911 Center, Offices & Emergency Operations Center (EOC)
- Complete assigned tasks accurately and by established deadlines
- Cross train and back up other staff as needed
- Establish and maintain harmonious working relationships with co-workers, elected or appointed officials, and the general public using tact, discretion, sound judgment, and professionalism
- Comply with safety programs, procedures training, fire drills, COOP plans, etc. and work safely
- Ensure confidentiality of information and records and comply with record retention schedule

- Perform other related duties as required by the Department Head, Shift & Communication Manager and Administrative Staff

QUALIFICATIONS AND SKILLS:

- Minimum of a high school diploma or GED
- US Citizenship to comply with FBI and State of Maryland requirements
- 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 perform multiple tasks simultaneously
- Ability to sit for long periods of time, speak clearly and concisely and work under stressful situations
- Ability to speak on a radio professionally
- Ability to multitask – listening on the phone or radio while typing on the computer
- Ability to work in an open office environment

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/standing for at least 12-hour shifts, work in a dimly lit room viewing multiple computer monitors and screens simultaneously; frequent talking on the phone or radio and with coworkers; constant listening on a headset and radio and to coworkers in the room simultaneously; Occasional pushing, pulling, carrying, lifting up to 10 lbs. Work in a room with flashing lights, strobe lights, and multiple types of sound simultaneously. Frequent exposure to stressful situations resulting from interacting with individuals in crisis situations.

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 11 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 2025.

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.