WORCESTER COUNTY JOB OPPORTUNITIES

DEPARTMENT: **EMERGENCY SERVICES**

JOB TITLE: **EMERGENCY COMMUNICATIONS SHIFT LIEUTENANT**

COMPENSATION: **NIGHT SHIFT- GRADE 19SHIFT/STEP 1- $29.59 HOURLY/$61,547 ANNUALLY**
GRADE 19SHIFT/STEP 10- $36.16 HOURLY/$75,213 ANNUALLY
****SALARY IS BASED ON QUALIFICATIONS, AND SALARY MAY BE HIGHER BASED ON EXPERIENCE***

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

WORK SCHEDULE: **12-HOUR SHIFTS- NIGHTSHIFT: 6:30PM- 6:30 AM, 2 DAYS ON, 2 DAYS OFF, 3 DAYS ON, 2 DAYS OFF, 2 DAYS ON, 3 DAYS OFF, THEN REPEAT; SCHEDULE ROTATION WORKS EVERY OTHER WEEKEND, WITH *ON-CALL AS A REQUIREMENT***
******SUBJECT TO CALL BACK WITH LITTLE TO NO NOTICE***
******ADDITIONAL PAY WHILE ON CALL- $28.57/DAY***

APPLICATION PERIOD: **UNTIL FILLED**

TO APPLY: **OUR MAIN PAGE: WORCESTER COUNTY EMPLOYMENT**

JOB SUMMARY: This individual is responsible for the day-to-day operation and supervision of the team on their assigned shift (Emergency Communication Specialist Trainees, I's and II's), keeping records and administering clerical duties, and reporting to the Assistant Chief of Communications. Will report to the Deputy Director and/or Director of Emergency Services in the absence of the Assistant Chief of Communications.

GENERAL REQUIREMENTS:

- Safety-sensitive position subject to 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 a pre-employment background check, including fingerprinting, motor vehicle history, work history, criminal history, and references
- Successfully pass a pre-employment physical examination
- Successfully pass pre-employment psychological testing
- Must be able to work weekends and holidays
- Must be able to work day shift and night shift
- Must maintain confidentiality and professionalism in high-stress environments
- Required to be on-call. Must be able to work both shifts: 6:30 PM- 6:30 AM and 6:30 AM- 6:30 PM
- Must be able to work evenings, weekends, and holidays. Shifts will change at the discretion of the Assistant Chief of Communications to meet department needs

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Receives and dispatches all emergency calls that include police, fire, ambulance, and other agencies that call in for assistance
- Routes administrative, emergency, and non-emergency calls and walk-in messages
- Oversees training of the Emergency Communications Specialist Trainees, I's and II's on the equipment and operational procedures utilized in the 911 Center
- Provides leadership, direction, and guidance to all Emergency Communications Specialist Trainees, I's and II's
- Reports any equipment malfunction and possesses a thorough knowledge of the equipment functions and operations
- Writes and submits reports and records to the Assistant Chief of Communications and Administration
- Assists in creation, revision, distribution, and training of operational instruction/policy, materials, and equipment

- Oversees the schedule of those of their shift and those filling in on their shift
- Provides pre-arrival medical, fire, and police instruction utilizing protocols established by the National Academy of Emergency Dispatch on all calls into the 9-1-1 Center
- Maintains up-to-date knowledge of procedures as outlined in the Standard Procedure Operation Manual, Standards of Training, and departmental procedures
- Maintains certification in METERS/Miles training
- Maintains certification in CPR, all three disciplines and ETC from the International Academies of Emergency Dispatch
- Has decision-making authority with respect to activities and staff on their assigned shift
- Trains new employees, assists those on their shift with maintaining their certifications, and assists in audits
- Completes assigned trainings and tasks accurately and by established deadlines
- Cross-trains and backs 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 the safety programs, procedures, training, fire drills, COOP plans, etc.
- Ensures confidentiality of information and records and complies with the record retention schedule
- Complies with the Worcester County Government Personnel Rules & Regulations and safety programs
- Performs additional duties as required by the Department Head, Assistant Chief of Communications, and Administrative Staff

QUALIFICATIONS AND SKILLS:

- High school diploma or GED
- U.S. citizenship to comply with FBI and State of Maryland requirements
- Must have experience as a public safety communications specialist or supervisory experience
- Ability to work in a pleasant and harmonious manner with the general public and co-workers
- Must have completed the Maryland Staff Training Requirements for an Emergency Communication Specialist Trainee, Specialist I, and II
- Must acquire the following certification within 18 months of employment: IS-240, ICS-300, IS-324, IS-706, IS-922, IS-1200, IS-2200, Communication Center Supervisor Course, and a Basic Instructor Course
- Must be a certified training officer (CTO) in dispatch and maintain the certification
- Must be able to work any shift, weekends, and holidays
- Must understand that shifts may be changed at the discretion of the Assistant Chief of Communications and the Administration of the department- there are no permanent shifts
- Knowledge of the geography of Worcester County
- Familiar with office equipment, i.e., fax, copier, and personal computer
- Must possess computer skills, including Microsoft products and word processing software.
- Must possess basic typing skills, including the ability to type 35 words per minute
- Must be able to type on the computer and listen on the phone/radio at the same time
- Ability to supervise other staff members; Supervisory experience preferred
- 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.
- Must be able to sit for long periods of time (12-hour shifts), speak clearly and concisely, and work under stressful situations
- Ability to hear by telephone, radio, and in person so as not to interfere with any communication function
- 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
- Must successfully complete NENA 9-1-1 Supervisor program within 1 year of hire (if available)

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 for 6-12-hour shifts; 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 Worcester_Guide_2026.pdf

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 15 paid holidays in calendar year 2026.

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 $1,500 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 Worcester_Guide_2026.pdf or call Human Resources at 410-632-0090.