

Worcester County Job Opportunities

DEPARTMENT: EMERGENCY SERVICES

JOB TITLE: EMERGENCY COMMUNICATIONS SUPERVISOR (9-1-1)

COMPENSATION: DAYSHIFT- GRADE 19/STEP 1- \$52,354 ANNUALLY/\$25.17 HOURLY
GRADE 19/STEP 5- \$57,824 ANNUALLY/\$27.80 HOURLY

NIGHTSHIFT- GRADE 19SHIFT/STEP 1- \$55,037 ANNUALLY/\$26.46 HOURLY
GRADE 19SHIFT/STEP 5- \$60,694 ANNUALLY/\$29.18 HOURLY

*SALARY MAY BE HIGHER BASED ON QUALIFICATIONS AND EXPERIENCE

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

WORK SCHEDULE: NIGHT SHIFT – 6:30PM- 6:30AM *ROTATING SCHEDULE = 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

**SUBJECT TO CALL BACK WITH LITTLE TO NO NOTICE.

APPLICATION PERIOD: UNTIL FILLED

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.

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 administrating clerical duties, and reports to the Public Safety Communications Manager. Will report to the Deputy Director or Director of Emergency Services in the absence of the Public Safety Communications Manager.

GENERAL REQUIREMENTS:

- Safety sensitive requiring drug and alcohol testing.
- Essential personnel subject to emergency call-back with little or no notice. Required to be on-call. Must be able to work 6:30PM-6:30AM
- Pre-qualifying test.
- Successfully pass pre-employment background check.
- Successfully pass pre-employment psychological testing.

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 and II 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 possess a thorough knowledge of the equipment functions and operations
- Writes and submits reports and records to the Public Safety Communication Manager and Administration
- Assists in creation, revision, distribution and training of operational instruction/policy, materials, and equipment
- Oversees the schedule of those on 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 and

departmental procedures

- Maintains certification in METERS/Miles training
- Maintains certification in CPR and all three disciplines from the National Academy 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 certification and assists in audits
- 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.
- Ensures confidentiality of information and records and complies with record retention schedule
- Adheres to the Worcester County Government Personnel Rules & Regulations
- Performs other related duties as required by the Public Safety Communication Manager and the Administrative Staff of the department

QUALIFICATIONS AND SKILLS:

- Minimum of a high school diploma
- 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 in dispatch and maintain certification
- Must be able to work any shift, weekends, and holidays
- Must understand that shifts may be changed at the discretion of the Public Safety Communication Manager 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
- Computer skills including Microsoft products and word processing software. 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, 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.