



## Emergency Communications Specialist

Please look at what you can expect to earn as a **Emergency Communications Specialist** during your first year as a full time Employee with Washington County Government:

- Six (60) Hours Personal Time
- Eighty (80) Paid Vacation Hours
- Fourteen (14) Paid Holidays
- One Hundred & Twenty (120) Paid Sick Hours
- County and Employee funded Healthcare including Health, Prescription, Dental and Vision Coverage.
- County Paid Employee Assistance Plan
- County Paid Life Insurance
- County Paid Accidental Death and Dismemberment Insurance
- County Paid Short Term Disability Insurance
- County Paid Long Term Disability Insurance
- Up to \$2,500.00 Annual Tuition Reimbursement Assistance
- County and Employee funded Defined Pension Plan
  - Vested in just five (5) years.
  - Credit for Prior Active Military Service and Unused Paid Sick Days.

### **PLEASE NOTE:**

Position can be offered at different title and salary based on experience and certifications.

**Emergency Communications Specialist Trainee** - Grade 8 (1)- based on an hourly rate of \$22.55 with a projected schedule of 2184 annual hours worked, which includes schedule-based overtime).

**Emergency Communications Specialist I** - Grade 9 (1) based on an hourly rate of \$23.90, with a projected schedule of 2184 annual hours worked, which includes schedule-based overtime). **Qualified candidates must be cleared in the discipline of call taker.**

**Emergency Communications Specialist II** - Grade 10 (1). based on an hourly rate of \$25.33, with a projected schedule of 2184 annual hours worked, which includes schedule-based overtime). **Qualified candidates must be cleared in two discipline categories (call taker, police, or fire/EMS).**

**Emergency Communications Specialist III** - 11 (1) based on an hourly rate of \$26.85, with a projected schedule of 2184 annual hours worked, which includes schedule-based overtime). **Qualified candidates must be cleared in three discipline categories (call taker, police, and fire/EMS).**



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**JOB TITLE:** Emergency Communications Specialist – Trainee      **GRADE:** 8  
**DEPARTMENT:** Division of Emergency Services      **FLSA STATUS:** Non-Exempt  
**REPORTS TO:** Operations Manager - ECC

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**GENERAL RESPONSIBILITIES (TRAINING):**

Receives extensive training to appropriately process 911 calls, transfers calls to the appropriate law enforcement or fire/EMS dispatcher with the least possible delay. Responsible for updating incidents utilizing the computer-aided dispatch system when additional information is received from callers.

**ESSENTIAL TASKS (TRAINING):**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

1. Receives all 911 calls for Washington County, including the City of Hagerstown.
2. Refers non-emergency requests to the correct telephone number.
3. Receives reports of fire, medical, and police emergencies and utilizes computer-aided dispatch (CAD). Processes the information and provides rapid delivery of emergency services.
4. Provides emergency medical, fire, and police pre-arrival and/or post-dispatch instructions over the telephone.
5. Records a daily log of 911 calls and utilizes CAD. Maintains records of fire, EMS, and law enforcement activity.
6. Operates various types of communications equipment and software in a calm and competent manner including computer telephony integration and criminal information database systems, protocol and mapping software, Telecommunications Device for the Deaf (TDD), etc.
7. Assists with compilation of various reports and statistical data as required or upon request.
8. Receives calls related to after-hour Public Works matters and notifies appropriate supervisors.
9. Performs related work as required.
10. This is a trainig position only

**KNOWLEDGE, SKILLS AND ABILITIES:**

1. Excellent written and verbal communication skills.
2. Standard computer keyboard proficiency is needed to successfully adjust to the department's CAD system.
3. Ability to remain calm in an extremely stressful environment.
4. Ability to get along with and to successfully communicate with co-workers, the public and media representatives.
5. Ability to work both independently and as part of a team.
6. Ability to accurately read maps and to communicate directions.
7. Standard computer and data processing skills.



**EDUCATION AND EXPERIENCE:**

1. High School Diploma or equivalent required.
2. Ability to obtain Emergency Medical, Fire & Police Dispatch certification offered by the National Academy of Emergency Dispatch.

A comparable amount of training and experience may be substituted for the minimum qualifications.

**PHYSICAL REQUIREMENTS:**

Must have the use of sensory skills to effectively communicate and interact with other employees and the public using the telephone and personal contact as normally defined by the ability to see (does not suffer from color blindness), read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, a personal computer, calculator, copier, and fax machine. Some standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, pushing, and pulling.

NOTE: Hearing tests are included in pre-employment physicals and will be given to employees in this classification on a regular basis.

**SPECIAL REQUIREMENTS:**

1. Possession of a valid driver's license.
2. Ability to pass criminal and detailed background investigation
3. Ability to successfully pass pre-employment drug screening and physical
4. Ability to pass pre-employment psychological evaluation.
5. Subject to random drug and alcohol testing

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

Easy Ways to Apply:

Visit our website at <https://www.washco-md.net/jobs/>

or

Complete and email an Application to [hrservice@washco-md.net](mailto:hrservice@washco-md.net)

Internal Candidates are required to use an Internal Application (including resume) when applying or apply online at: <https://www.washco-md.net/internal-jobs/>

Washington County is an Equal Opportunity Employer. Individuals requiring special accommodations or assistance are requested to contact the Human Resources Department at 240-313-2350, Voice or TDD (D/HH use 711) M/F/H/V.

**DEADLINE FOR FILING APPLICATIONS WITH**  
**HUMAN RESOURCES: Tuesday, December 10, 2024 @ 4:00pm**