



JOB TITLE:	Emergency Communications Specialist I	GRADE:	9
DEPARTMENT:	Division of Emergency Services	FLSA STATUS:	Non-Exempt
REPORTS TO:	Director of Emergency Communications		

GENERAL RESPONSIBILITIES:

Receives and appropriately processes overflow 911 calls, transfers calls to the appropriate law enforcement or fire/EMS dispatcher. Responsible for updating incidents utilizing the computer-aided dispatch system when additional information is received from callers.

ESSENTIAL TASKS:

(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 utilizing Computer-Aided Dispatch (CAD) processes the information and provides for 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 utilizing Computer Aided Dispatch (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. Operates an IP-based radio system utilizing appropriate toning procedures and radio frequencies to alert emergency responders.
8. Assists with compilation of various reports and statistical data as required or upon request.
9. Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Excellent spelling skills.
2. Standard computer keyboard proficiency to successfully adjust to Department's Computer Aided Dispatch (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 give directions.
7. Basic computer and data processing skills.

EDUCATION AND EXPERIENCE:

- High School Diploma or equivalent.
- Must maintain Emergency Medical, Fire & Police Dispatch certifications offered by the International Academy of Emergency Dispatch.
- Criminal records check, and detailed background investigation required.
- Must be cleared in 1 discipline category (call taker, police, fire/EMS).
- **Must be IAED-Certified**

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. Subject to random drug and alcohol testing.

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

Revised: 7/2017; 1/2019, 10/2023, 12/2025