Emergency Communications Specialist II

While other Employers might offer competitive pay, Washington County Government offers a full, comprehensive compensation package worthy of your time and talents. Please take a look at what you can expect to earn as an **Emergency Communications Specialist II** during your first year as a full-time Employee with Washington County Government:

- ✓ **Sixty (60) Paid Personal Hours**
- ✓ **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.**
- ✓ **An Annual Salary of:**

Emergency Communications Specialist II - 10 (1). Projected annual pay of **$64,209**(based on an hourly rate of $27.44, 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).

- ✓ **24-hour work schedule available**

$10,000 Sign-on Bonus Available!!

**$5,000 paid out after 90 days with the second installment of $5,000 paid out after 3 continuous years of employment. **

***Candidate must be IAED-Certified and must submit copies of certifications with application to be considered.**

If our **Emergency Communications Specialist II** comprehensive compensation package interests you, please continue reading through our job posting to learn more about the position's duties, responsibilities, perquisites, etc. and apply online today.

JOB TITLE:	Emergency Communications Specialist II	**GRADE:**	10
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. Dispatches emergency fire/EMS **AND** law enforcement with the least possible delay and communicates with emergency responders until the termination of each event.

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. Monitors the activity of and maintains radio contact with dispatched units from the initial report to termination of the event.
9. Assists with compilation of various reports and statistical data as required or upon request.
10. 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:

1. High School Diploma or equivalent.
2. Must maintain Emergency Medical, Fire & Police Dispatch certifications offered by the National Academy of Emergency Dispatch.
3. Criminal records check, and detailed background investigation required.
4. Must be cleared in 2 discipline categories (call taker, police, fire/EMS).

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: 5/2018; 1/2019, 10/2023

Easy Ways to Apply:

1. **Visit our website at https://www.washco-md.net/jobs/**
   or
2. **Complete and email an Application to HR@washco-md.net**
   or
3. **Complete and mail Application to:**
   Washington County Human Resources Department,

   100 W. Washington Street, Room 2300,
   Hagerstown, Maryland 21740

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:

Monday, December 7, 2026 @ 4:00 PM