



Emergency Communications Specialist - Supervisor

Washington County offers a full compensation package that reflects how much we value our employees. Please take a look at what you can expect to earn as a **Emergency Communications Specialist-Supervisor** 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 minimum Salary of \$61,152 starting..**

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



JOB TITLE:	Emergency Communications Specialist - Shift Supervisor	GRADE:	12
DEPARTMENT:	Department of Emergency Communications	FLSA STATUS:	Non-Exempt
REPORTS TO:	Operations Manager		

GENERAL RESPONSIBILITIES:

Lead supervisory position responsible for the coordination of activities necessary for the processing of emergency and non-emergency calls for public safety services; timely, accurate and courteous deployment of appropriate fire/EMS/law enforcement personnel and apparatus to the location of emergencies; and generation and maintenance of necessary computer and written records.

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. Supervise and direct the activities of the Emergency Communications Specialists.
2. Maintain a journal in CAD of activity occurring during the shift and verbally relay events of significance to the oncoming Shift Supervisor. .
3. Receive "call-ins" for sick leave requests, advise the appropriate management staff, and conduct departmental procedures for filling the shift.
4. When directed by management staff, assist with evaluating complaints filed against the Emergency Communications Center.
5. Maintain an understanding of, and familiarity with, Hagerstown Police Department, Washington County Sheriff's Office and Standard Operating Procedures relating to emergency communications.
6. Maintain an understanding of, and familiarity with, Washington County Emergency Communications Standard Operating Procedures.
7. Maintain a thorough knowledge of the proper operation of the primary equipment used by emergency communications personnel.
8. Maintain a thorough knowledge of the proper setup and operation of all back-up systems used by emergency communications personnel.
9. With the assistance of the other Supervisors, Information Technology Administrator, and Professional Services Administrator, complete and conduct performance evaluations on Emergency Communications Specialists.
10. Prepare correspondence regarding personnel under his/her supervision including commendations and/or counseling sessions, forwarding the documents to the Operations Manager and Deputy Director of Emergency Communications.
11. Disseminate new and/or updated procedural information to emergency communications personnel.
12. Receive and forward first step grievances to the Operations Manager.
13. Provide the Operations Manager and "IT" with reports of equipment malfunction, frequency problems, significant activity, etc. and any action(s) taken to correct the problem.

14. Assist with Emergency Communications Specialists' workload during periods of significantly increased activity.
15. Assist with initial and recurring training of Emergency Communications Specialists.
16. Assist with Emergency Communications Specialists' quality assurance reviews/improvement plans.
17. Perform duties and/or tasks assigned by the Deputy Director of Emergency Communications and/or Operations Manager.
18. Delegate appropriate tasks and follow-up actions to subordinates.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Ability to effectively supervise, evaluate and direct the work performance of staff members.
2. Specialized training and proficiency in two or more of the following areas: emergency medical, fire, and/or police dispatch, emergency communications training, etc.
3. Ability to pass a comprehensive background investigation including, but not limited to, a physical exam, alcohol and drug screening, and a polygraph or other truth verification examination.
4. Ability to work with sensitive/confidential information and ability to maintain confidentiality of such information.
5. Proficient use of computer applications (spreadsheet, word processing, computer-aided dispatch software, etc.).
6. Excellent oral and written communication skills.
7. Ability to coordinate activities with multiple agencies, public and private officials and the media.
8. Multi-tasked and able to make decisions and process information while performing many communication functions.

EDUCATION AND EXPERIENCE:

1. Accredited high school diploma or equivalency.
2. Progressive experience as an Emergency Communications Specialist.
3. Obtain and maintain national Emergency Medical, Fire & Police Dispatch and Emergency Telecommunicator certifications, Communications Training Officer Certification and Emergency Dispatch Quality Assurance Specialist within one (1) year of employment.
4. Training in supervision skills, National Incident Management System (IMS/ICS) and valid certification in cardiopulmonary resuscitation/AED.
5. Ability to effectively supervise, evaluate and direct the work performance of staff members.
6. Specialized training and proficiency in one or more of the following areas: emergency medical, fire, and/or police dispatch, emergency communications training, etc.
7. Ability to pass a comprehensive background investigation including, but not limited to, a physical exam, alcohol and drug screening, and a polygraph or other truth verification examination.
8. Ability to work with sensitive/confidential information and ability to maintain confidentiality of such information.
9. Proficient use of computer applications (spreadsheet, word processing, computer-aided dispatch software, etc.).

10. Excellent oral and written communication skills.
11. Ability to coordinate activities with multiple agencies, public and private officials and the media.
12. Multi-tasked and able to make decisions and process information while performing many communication functions.

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

PHYSICAL REQUIREMENTS:

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone (wearing and using a headset) and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and related equipment, such as, but not limited to a personal computer, calculator, copier, and fax machine. Ability to pass pr-employment Audiogram Test and Psychological Evaluation.

SPECIAL REQUIREMENTS:

1. Possession of valid driver's license.
2. Available for varied work hours as needed and available for on-call basis for emergency situations.
3. This position is subject to random drug and alcohol testing.
4. This position is considered essential personnel.

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

Revised: 12/2016; 12/2018; 1/2019 04/2024

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:

Tuesday, October 21, 2025 @ 4:00pm