



Emergency Communications Quality Assurance and Training Coordinator

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 the **Emergency Communications Quality Assurance and Training Coordinator** during your first year as a full time Employee with Washington County Government:

- ✓ **Sixty (60) Paid Personal Hours**
- ✓ **Ten (10) Paid Vacation Days**
- ✓ **Fourteen (14) Paid Holiday**
- ✓ **Fifteen (15) Paid Sick Days**
- ✓ **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 \$65,437 - \$75,920 starting..**

If our **Emergency Communications Quality Assurance and Training Coordinator** 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 Quality Assurance and Training Coordinator	GRADE:	Grade 13
DEPARTMENT:	Department of Emergency Communications	FLSA STATUS:	Non-Exempt
REPORTS TO:	Director of Emergency Management and Communications		

GENERAL DEFINITION OF WORK:

Professional and administrative position responsible for monitoring the Emergency Communications staff's compliance to emergency fire, medical, and police protocols. Responsible for coordinating and/or conducting the appropriate training programs for quality improvement. The Quality Assurance and Training Coordinator will receive day-to-day supervision from the Director of Emergency Management and Communications or his or her designee

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

1. Develop, obtain, coordinate, and/or provide continuing education and in-service training for the Emergency Communications staff to meet federal, state, county, departmental, and professional requirements and/or standards.
2. Maintain current and accurate records of Emergency Communications staff's continuing dispatch education, in-service training, state and national certifications and recertifications.
3. Assist with applicant testing and maintain appropriate recruitment and selection material (applications, reports, records, exam results, etc.).
4. Serve as primary coordinator to the Maryland Criminal Justice System, to ensure that Emergency Communications personnel's certifications are achieved and maintained within the Maryland Interagency Law Enforcement System (MILES), National Crime Information Center (NCIC), and Criminal Records Central Repository (CRCR) systems.
5. Attend mandatory State Security Coordinators meetings.
6. Maintain open files on all MILES/NCIC computer entries; conduct the validation process for MILES/NCIC entries to ensure correctness and compliance regarding the Criminal Justice Information System (CJIS) and maintain files on active warrants.
7. Perform consistent case evaluations requiring protocol usage, and with supervisory assistance, provide timely feedback to staff regarding their individual protocol compliance.
8. Compile, prepare, and distribute periodic reports detailing Emergency Medical, Fire, and Police Dispatch departmental protocol compliance rates.
9. Provide documentation regarding Emergency Communications staff's protocol compliance for evaluation purposes.
10. Maintain current Emergency Medical, Fire, and Police Dispatch protocol card sets for instances in which the protocols software is inaccessible.
11. Develop request for quality assurance/improvement and Emergency Communications staff's dispatch-specific training.

12. Serve as liaison to committees, agencies, and organizations that are associated with training and quality assurance /quality improvement, as deemed appropriate by the Director of Emergency Management and Communications.
13. Coordinate and/or provide public education relating to emergency communications, to included, but not limited to dispatch, law enforcement academy training, ECC tours and public events.
14. Attend various communications-related meetings, for providing Emergency Medical, Fire, or Police Dispatch protocol or training information, as assigned by the Director of Emergency Management and Communication and or his/her designee.
15. Assist with and/or participate in all phases of staff and management development, including training staff to meet or exceed internal and external job performance requirements.
16. Perform related work, as required.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Working knowledge of National Incident Management System (IMS/ICS) and valid certification in cardiopulmonary resuscitation/AED.
2. Extensive knowledge of local, state and national laws and standards as they apply to the field of public safety emergency training and quality assurance.
3. Working knowledge of Washington County geography and surrounding areas.
4. Proficient in use of computer applications (spreadsheets, word processing, Email, etc.)
5. Knowledge of organizational and personnel management, with ability to effectively train and direct the work of others.
6. Strong and effective (English) communications skills, including public speaking.

EDUCATION AND EXPERIENCE:

1. Associate degree from an accredited college or university with major course work in Business Administration, Fire Science, Administration of Justice, Emergency Services, Education, or related field. Comparable education, training, and experience in adult instruction, public education, and/or quality assurance with at least two (2) years of supervisory experience relating to emergency communications. Supervisory experience is desirable.
2. Current certification or successful completion of MILES/NCIC Instructor certification, National Academy of Emergency Dispatch certifications in Emergency Telecommunicator Instructor, Police, Medical and Fire Dispatch and related Quality Assurance and Communications Training Officer Instructor certifications within two (1) year of appointment.

PHYSICAL REQUIREMENTS:

Work is typically performed in an office environment, but some fieldwork may be necessary; may involve hearing voice conversation, keyboarding, lifting to 14 pounds, reaching, sitting, standing and walking. Must have the use of sensory skills to effectively communicate and interact with other employees and the public by telephone and personal contact; as normally defined by the ability to see, read, hear, handle or feel objects.

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 subject to random drug and alcohol testing.
4. Eligible for NCIC certification.

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

Human Resources: 11/2019; 09/2024, 4/2025

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:
Wednesday, March 4, 2026 @ 4:00pm**