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# ST. MARY'S COUNTY GOVERNMENT VACANCY ANNOUNCEMENT

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**POSITION:** Communications Specialist I, C04, \$32,677 + FRINGE BENEFITS  
**DEPARTMENT:** Emergency Services and Technology  
**OPENING DATE:** 04-26-17                      **CLOSING DATE:** Open Until Filled

## ESTABLISHING ELIGIBILITY LIST

### MINIMUM QUALIFICATIONS:

**Education:** High school diploma or G.E.D.

**Experience:** Three years or more of related experience.

**Other:** Must be eighteen (18) years of age.

**Note:** Any equivalent combination of acceptable education and experience which has provided the knowledge, skills and abilities cited below may be considered.

### ADDITIONAL REQUIREMENTS:

- ◆ Must be able to work 12 hour rotating shift schedule including weekends and holidays. May be subject to recall to duty in case of emergency;
- ◆ Successfully pass extensive background investigation with favorable results;
- ◆ Negative drug test result from pre-employment drug screen;
- ◆ Successful candidate must provide proof of eligibility to work in the United States prior to employment.
- ◆ Must pass written Communication Specialist (CritiCall) examination with a passing score of 82 or above and pass a typing test with a typing speed of 20 WPM;
- ◆ Must possess unimpaired hearing, speech, and finger dexterity;
- ◆ Successful candidate must provide proof of eligibility to work in the United States prior to employment.

**JOB SUMMARY:** Receives emergency 911 calls and dispatches appropriate agencies; logs all calls and answers administrative non-emergency phone lines.

### DUTIES:

- ◆ Answers 911 emergency phone calls utilizing in-depth questioning and call taking procedures;
- ◆ Answers administrative phone lines and dispatches appropriate agencies;
- ◆ Receives and dispatches calls for the St. Mary's County Sheriff's Office;
- ◆ Evaluates requests and sends appropriate response by dispatching fire and emergency medical services/EMS or law enforcement in accordance with established protocols;
- ◆ Records and logs all information pertaining to all calls (emergency and routine) into the Computer Aided Dispatch (CAD) System;
- ◆ Provides information about calls to various responding agencies;
- ◆ Utilizes NCIC/MILES/NLETS law enforcement network;

- ◆ Obtains and maintains certifications in National Crime Information Center (NCIC), Maryland Interagency Law Enforcement System (MILES), National Law Enforcement Telecommunication System (NLETS), Cardio Pulmonary Resuscitation (CPR), Emergency Communications Specialists (ECS), Emergency Medical Dispatch (EMD), Emergency Fire Dispatch(EFD) and Emergency Police Dispatch (EPD);
- ◆ Performs other duties as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- ◆ Ability to gain thorough knowledge of St. Mary’s County Government policies and procedures;
- ◆ Ability to answer phones in a calm manner and to evaluate and prioritize emergency calls;
- ◆ Ability to effectively represent St. Mary’s County Government to the public;
- ◆ Knowledge of the appropriate agencies to which to forward emergency information;
- ◆ Ability to multi-task and work effectively under stressful conditions;
- ◆ Ability to keep accurate records;
- ◆ Ability to dispatch emergency agencies as appropriate;
- ◆ Ability to operate relevant computer, telephonic and radio systems.
- ◆ Ability to maintain a high degree of attentiveness, alertness, and responsiveness to duty;
- ◆ Ability to maintain self control in tense situations and work effectively under stress;
- ◆ Ability to take direction from the Communications Manager, Senior Communications Specialist, or the Training Officer and respond accordingly.

**PHYSICAL AND ENVIRONMENTAL CONDITIONS:**

Work requires no unusual demand for physical effort. Must be able to work 12 hour rotating shift schedule including weekends and holidays. May be subject to recall to duty as needed or in case of emergency.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting rooms, e.g., use of safe work place practices with office equipment, and/or avoidance of trips and falls.

**COMPENSATION/BENEFITS:**

Hiring Salary: \$32,677 Annually

FLSA: Non-Exempt

St. Mary’s County Government offers a complete benefits package including medical, dental, vision, life insurance and long-term disability. We offer a 457 deferred compensation plan, employee assistance program, and education reimbursement. All employees are required to participate in the Maryland State Retirement and Pension System (SRPS).

**SELECTION PROCEDURE:** Applications will be screened for those who meet job requirements and have related experience. Selected applicants will be invited for an interview. All candidates will be notified of their selection or non-selection for interview.

**TO APPLY: A 2008 ST. MARY'S COUNTY GOVERNMENT APPLICATION IS REQUIRED. ALL PRIOR VERSIONS OF THE APPLICATION ARE OBSOLETE.**

Applications are available at: Governmental Center, Potomac Building  
Department of Human Resources, 3<sup>rd</sup> Floor  
23115 Leonard Hall Drive, Leonardtown, MD 20650  
Phone: 301-475-4200 Extension: \*1100 Fax: 301-475-4082  
Jobs Line: 301-475-4200 Extension: \*1109  
Email: [smchr@stmarysmd.com](mailto:smchr@stmarysmd.com) Website: [www.stmarysmd.com](http://www.stmarysmd.com)  
**Must press the \* key before the extension**

**ACCESSIBILITY NOTICE:** If you need a reasonable accommodation for any part of the employment process due to a physical or mental disability, please contact the ADA Coordinator: [amber.hebert@stmarysmd.com](mailto:amber.hebert@stmarysmd.com) or (301) 475-4200, Extension: \*1110

**APPLY NOW - <http://www.stmarysmd.com/hro/application/HRAapplication.asp>**

**Applications must be received in the Human Resources Department on or before the closing date regardless of the postmark date.**