

# Worcester County Job Opportunities

**DEPARTMENT:** EMERGENCY SERVICES  
**JOB TITLE:** COMMUNICATIONS CLERK TRAINEE  
**COMPENSATION:** GRADE 11 SHIFT/STEP 1 \$31,346 ANNUALLY/\$15.07 HOURLY  
**APPLICATION PERIOD:** UNTIL FILLED

**JOB SUMMARY:** This individual is responsible for receiving all calls for emergency services, which includes radio and telephones, and reports to their immediate Shift Supervisor or PSAP Supervisor, but is ultimately responsible to the Director of Emergency Services.

## GENERAL REQUIREMENTS:

- Drug and Alcohol Testing.
- Subject to emergency call-back with little or no notice.
- Pre-employment background check and motor vehicle history
- Pre-qualifying test.

## ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Receive and dispatch all emergency calls that include police, fire, ambulance and other agencies that call in for assistance utilizing 35 line telephone system and multi-group 800 Mhz radio system;
- Route administrative and non-emergency calls and walk-in messages;
- Write reports relating to emergencies;
- Conduct periodic testing of equipment;
- Provide pre-arrival medical, fire and police instruction;
- Maintain up to date knowledge of procedures as outlined in the Standard Procedure Operation Manual and departmental procedures;
- Maintain certification in Miles, EMD, EPD and EFD along with CPR/AED training;
- Adhere to the Worcester County Government Personnel Rules & Regulations;
- Maintain security procedures for 911 Center, Administrative Offices & EOC;
- Perform other related duties as required by the Shift & PSAP Supervisors, and Administrative Staff.

## QUALIFICATIONS AND SKILLS:

- Minimum of a high school diploma and must acquire the following certification within 18-months of employment: National Crime Information Center, Maryland Inter-Agency Law Enforcement System, National Academy Emergency Dispatch, Medical, Fire and Police Protocols, Emergency Telecommunicator, Cardiopulmonary Resuscitation and basic National Incident Management System training.
- Must be able to receive, retain and transfer information during extremely stressful situations;
- Must be computer literate and have good typing skills.
- Must be able to work shift work, weekends and holidays.
- Knowledge of the geography of Worcester County.
- Familiar with office equipment, i.e. fax, copier and personal computer.
- Computer skills including Microsoft products and word processing software.
- All applicants must successfully complete pre-hire testing prior to interview.
- Ability to get along well with others in a close working environment.
- Criminal background check and fingerprints required at time of interview.
- Ability to work with sensitive information and maintain confidentiality;
- Ability to follow verbal and written instructions; keep records and logs; complete written forms; and to communicate effectively with the public and coworkers. Ability to apply acquired knowledge to increasingly varied and complex tasks and performs multiple tasks simultaneously.
- Must be able to sit for long periods of time, speak clearly and concisely, work under stressful situations and have no hearing impairment that would interfere with any communication function.
- Employees with this job title are designated as Emergency/Essential and may be required with little or no notice to work.
- Possession of a valid driver's license and driving record with less than 4 points. Must provide a copy of the driving record.

## SAFETY ANALYSIS:

*(Rarely (<5% of the time), Occasional (5-25% of the time), Frequent (25-75% of the time); Constant (>75% of the time)*

Sedentary work; Constant sitting, viewing; Frequent talking, hearing; Occasional pushing, pulling, carrying, lifting up to 10 lbs. No known significant hazard risk.