

**Worcester County  
Job Opportunities**

**DEPARTMENT:** EMERGENCY SERVICES  
**JOB TITLE:** COMMUNICATIONS CLERK I  
**COMPENSATION:** GRADE 12SHIFT/STEP 1 \$32,926 ANNUALLY/\$15.83 HOURLY  
GRADE 12SHIFT/STEP 5 \$36,317 ANNUALLY/\$17.46 HOURLY WITH EXPERIENCE  
**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 supervisor, but is under the direct supervision of 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

**ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

- Receives and dispatches all emergency calls that include police, fire, ambulance and other agencies that call in or assistance;
- Routes administrative and non-emergency calls and walk-in messages;
- Writes reports relating to emergencies;
- Conducts periodic testing of equipment;
- Provides pre-arrival medical, fire and police instruction utilizing protocols established the National Academy of Emergency Dispatch;
- Maintains up to date knowledge of procedures as outlined in the Standard Procedure Operation Manual and departmental procedures;
- Maintains certification in Miles training;
- Maintains certification in CPR and all three disciplines from the National Academy of Emergency Dispatch.
- Adhere to the Worcester County Government Personnel Rules & Regulations;
- Performs other related duties as required by the Shift & PSAP Supervisors, and the departments Administrative Staff.
- Must be able to work with minimal Supervision

**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 Medical, Fire and Police Dispatch, Emergency Communication Specialist and Cardiopulmonary Resuscitation.
- Must be computer literate.
- Must be able to work shift work, weekends and holidays.
- Must understand that shifts may be changed at the discretion of the PSAP Supervisor and the Administration of the department. There are no permanent shifts.
- 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. Basic typing skills including the ability to type 35 words per minute.
- Ability to get along well with others.
- 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.
- Clerk Trainee will be considered for advancement to this position after successfully completing 18-month probationary period and having successfully completed all the above mentioned basic training classes.
- 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.