

The Maryland-National Capital Park and Planning Commission

TITLE: Public Safety Communications Technician GRADE: C06 DATE: 3/15/23
SERIES: Park Police Support CODE: 1044 EEO: Admin Support FLSA: Non-Exempt

Class Definition:

Under close supervision, performs entry-level public safety communications work in a 24 hours per day, seven days per week Park Police Public Safety Communications Center. Receives formal instruction and on-the-job training to develop the knowledge, skills and abilities to independently perform the full range of essential duties as a communications technician. Receives and prioritizes emergency and non-emergency calls by obtaining pertinent and accurate information to determine the nature of services required. Some work may be confidential or sensitive. Work contributes to the accuracy, reliability and acceptability of services performed. Applies some knowledge of, and ability to learn public safety communications, dispatching and radio operations to provide and relay important information to others. Performs various types of processes, systems and methods to solve a variety of problems. Interacts with contacts inside and outside the organization including the public, to exchange routine and non-routine information. Performs other duties, as assigned.

Work is assigned in terms of specifics, including known and anticipated problems, and is to be performed in strict adherence to guidelines as established by agency policies, operating procedures of the unit (which includes instructions of the supervisor or a higher-grade employee). Work is reviewed closely for accuracy and adherence to established procedures. Resolves routine work problems by selecting and applying the appropriate guidelines, keeps the supervisor informed, and brings procedural exceptions to the supervisor or a higher-grade employee for guidance or resolution. Work is subject to review upon completion for conformance with instructions and other guidelines, quality, quantity, timeliness, teamwork, customer service and other factors.

Examples of Important Duties:

1. Receives formal instruction and on-the-job training in public safety radio operations, dispatching and departmental policies and procedures. With guidance, receives calls from citizens for Park Police service which involves obtaining pertinent and accurate information from callers to determine exact nature of services required and forwarding calls to appropriate agency as needed. Determines type of call based upon limited or fragmented information, assigns call type and appropriate emergency or routine response codes. Dispatches appropriate Park Police unit(s). Enters data and code information into computer systems (e.g., computer aided dispatch (CAD)).
2. Operates two-way radio to monitor and communicate emergency and routine radio traffic among Park Police units. Enters and records officer activity data into computer system. Maintains current location and status of each unit. Monitors and operates mobile data terminals (MDT). Dispatches appropriate available unit based upon services required. Provides emergency services notification as needed (e.g., fire, ambulance or hazmat). Monitors Commission, county police, and emergency service radio channels. Operates public safety computer terminal and various computer systems (e.g., Maryland Inter-agency Law Enforcement System (MILES), National Crime Information Center (NCIC), Motor

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Vehicle Administration (MVA)) to obtain information (e.g., criminal history, warrants, MVA data). Assists with sending, receiving, and responding to teletype messages with other law enforcement agencies. Enters and maintains files for arrest warrants and property. Follows confidentiality and security regulations when accessing and disseminating information. Maintains impound data.

3. With guidance, contacts Commission staff and outside agencies (e.g., county police, fire, rescue, towing companies) to provide information and relay messages. Operates paging systems to provide emergency notifications and incident updates to divisional and other Commission staff.
4. Learns how to and gains proficiency when operating and utilizing various critical technology systems such as Computer-Aided Dispatch (CAD), call-handling equipment (VESTA 911), Geographic Information System (GIS) Mapping System (e.g., Keymap), in-house software (Enterprise Asset Management). Monitors all alarm systems, closed-circuit cameras and gate access of assigned Commission properties using appropriate technology (e.g., Avigilon, True Vision, SIMS).
5. Assists in the maintenance of radio, telephone, cameras, and other equipment. Makes calls for service and repair of equipment.
6. Responds to routine questions regarding Commission programs and functions and refers citizens to appropriate division or facility. Receives deliveries for Park Police personnel. Monitors and operates gates at Park Police Headquarters. Ensures safety and security of assigned facilities.
7. Logs data (e.g., alarms, teletype messages, volunteer logs, part-time employment logs for officers, impounded vehicles). Maintains confidential files (e.g., log-sheets, line-ups, teletypes).
6. Participates and successfully completes all required trainings and certifications.

Important Worker Characteristics:

- A. Some knowledge of, and ability to learn, (1) public safety communications; (2) dispatching and radio operations*; (3) federal, state, and county laws and procedures pertaining to public safety communications*; (4) law enforcement*; (5) geography of the metropolitan Washington, D.C. area*; and (6) Commission organization, policies and procedures*.

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Skill in operation of (1) computer with applicable software (e.g., VESTA 911, CAD, MILES, NCIC); (2) communications equipment (e.g., two-way radio, multi-line telephone); (3) telecommunications system for receiving calls from people with disabilities (e.g., deaf, hard

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of hearing, speech impediments); (4) general office equipment (e.g., copier, fax, scanner); (5) various security software (e.g., Avigilon, True Vision, SIMS, Mastermind, Lenel).

- C. Skill and ability to (1) hear/listen; (2) see/observe; (3) speak/communicate; (4) complete a proficiency exam or public safety communications training program (e.g., CritiCall Public Safety Dispatcher/Call Taker Test); (5) understand a system of procedures; (6) perform basic arithmetic; (7) organize and prioritize work; (8) quickly receive and record accurate information using automated systems; (9) read a map and provide directions to citizens and officers; (10) provide courteous service; (11) perform multiple tasks simultaneously; and (12) maintain confidentiality.
- D. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include applying principles to solve practical problems; and analyzing problems and taking appropriate action under stress.
- E. Skill in communication to understand verbal and written information (including facts, descriptions and ideas) and to express such information so that others will understand. Examples include reading and writing technical reports and correspondence; effectively communicating with citizens from various backgrounds.
- F. Interpersonal skills to interact effectively with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member of a team.

Minimum Qualifications (MQs):

1. High school diploma or a Certificate of General Educational Development (GED).
2. Good character (i.e., must pass background investigation).
3. Obtain within six (6) months of employment Criminal Justice Information Systems (CJIS) certification and National Crime Information Center (NCIC) CN1 certification.

Working Conditions:

Works in the park police communications center. Work level can fluctuate from minimal to fast-paced and high volume. May be: (a) required to perform multiple tasks simultaneously under pressure; (b) exposed to frustrated and upset persons; (c) exposed to life-threatening situations; (d) required to work weekdays/nights, weekends and holidays; (e) required to work additional hours beyond assigned shift; (f) required to work during inclement weather and other adverse conditions. Work is subject to on-call rotations; work is sedentary and requires the employee to sit for extended periods of time.