

The Maryland-National Capital Park and Planning Commission

TITLE: Senior Public Safety Communications Technician GRADE: C07 DATE: 3/15/23
SERIES: Park Police Support CODE: 1045 EEO: Admin Support FLSA: Non-Exempt

Class Definition:

Under general supervision, performs public safety communications work at a fully proficient or journey level requiring minimal supervision in a 24 hours per day, seven days per week Park Police Public Safety Communications Center. Receives calls for Park Police service, obtains pertinent and accurate information to determine nature of services required and assigns call type and appropriate emergency or routine response codes. Uses two-way radio to dispatch Park Police Officers and other emergency services (e.g., fire, ambulance, hazmat). May provide recommendations on operations, procedures and other processes affecting the work program in the Center; as well as training and guidance to Public Safety Communications Technicians. Some work may be confidential or sensitive. Work contributes to the accuracy, reliability, adequacy, timeliness and other facets of support of the work program. Applies knowledge of public safety communications, dispatching and radio operations, federal, state, and county laws and procedures pertaining to public safety communications and law enforcement to provide and relay information to others and to perform advanced technical work. Independently 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 continuing responsibilities and requirements for specific assignments. Incumbent carries out regular, recurring work in conformance with established policies and procedures, and accepted methods and practices, resolves commonly encountered work problems and deviations by selecting and applying the appropriate established guidelines, and brings uncommon problems to the supervisor's attention for guidance or resolution. Work is subject to review upon completion for conformance with instructions and guidelines, quality, quantity, timeliness, teamwork, customer service and other factors.

Examples of Important Duties:

1. Receives calls for Park Police service. Obtains pertinent and accurate information from callers to determine exact nature of services required. Forwards 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 and codes information in computer systems (e.g., computer aided dispatch (CAD)). Communicates with citizens from various backgrounds and demographics (e.g., age, gender, occupation, cultural background, family status), and may be under the influence of alcohol or drugs. Monitors and answers various phones, such as the Federal Emergency Management Agency (FEMA) phone, trail phones and elevator phones. May serve as a language interpreter (as necessary) or uses the language line for calls that require translation.
2. Monitors and operates two-way, multi-channel radio system to 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

The Maryland-National Capital Park and Planning Commission

TITLE: Senior Public Safety Communications Technician GRADE: C07 DATE: 3/15/23
SERIES: Park Police Support CODE: 1045 EEO: Admin Support FLSA: Non-Exempt

required. Provides emergency services notification as needed (e.g., fire, ambulance, hazmat). Monitors Commission, county police and emergency service radio channels. Maintains a professional tone of voice during emergencies and high stress situations. Monitors the Geographic Information System (GIS) Mapping System (Keymap).

3. Operates and monitors computer terminal and various computer systems (e.g., Maryland Inter-agency Law Enforcement System (MILES), National Crime Information Center (NCIC), Motor Vehicle Administration (MVA)) to obtain information (e.g., criminal history, warrants, MVA data). Sends, receives and responds to teletype messages with other law enforcement agencies. Enters and maintains files for arrest warrants and property. Ensures confidentiality and security regulations are followed when accessing and disseminating information. Maintains impound data. Responds to requests for lien holder information.
4. 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.
5. Operates and utilizes various critical technology systems; such as, CAD, call-handling equipment (VESTA 911), GIS Mapping (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).
6. Assists in training new public safety communications technicians according to the Communications Field Training and Evaluation Program (CFTEP) and documents progress on daily observation reports.
7. 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.
8. Confirms data is placed in logs (e.g., alarms, teletype messages, volunteer logs, part-time logs for officers, impounded vehicles) and files are maintained (e.g., log-sheets, line-ups, teletypes).
9. Participates and successfully completes all required trainings and certifications.

Important Worker Characteristics:

- A. Knowledge of (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*.

The Maryland-National Capital Park and Planning Commission

TITLE: Senior Public Safety Communications Technician GRADE: C07 DATE: 3/15/23
SERIES: Park Police Support CODE: 1045 EEO: Admin Support FLSA: Non-Exempt

**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 of hearing, speech impediments); (4) general office equipment (e.g., copier, fax, scanner); and (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 policies and procedures; (6); perform basic arithmetic; (7) interpret legal terminology; (8) organize and prioritize work; (9) quickly receive and record accurate information using automated systems; (10) read a map and provide directions to citizens and officers; (11) provide courteous service; (12) perform multiple tasks simultaneously; (13) maintain confidentiality; and (14) work independently and provide guidance to lower level public safety technicians and other staff.
- 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 Certificate of General Educational Development (GED).
- 2. Eighteen (18) months of law enforcement, public safety communications, or closely related field.
- 3. Good character (i.e., must pass background investigation).
- 4. Must have current Criminal Justice Information Systems (CJIS) certification and National Crime Information Center (NCIC) CN1 certification at time of hire. If certifications are lapsed, then recertifications are obtained within three (3) months of employment).

The Maryland-National Capital Park and Planning Commission

TITLE: Senior Public Safety Communications Technician GRADE: C07 DATE: 3/15/23
SERIES: Park Police Support CODE: 1045 EEO: Admin Support FLSA: Non-Exempt

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.