

## The Maryland-National Capital Park and Planning Commission

TITLE: Lead Public Safety Communications Technician    GRADE: 22    DATE: 3/15/23  
SERIES: Park Police Support    CODE: 1046    EEO: Admin Support    FLSA: Exempt

### Class Definition:

Under direction, leads, coordinates and monitors the work of staff in the performance of public safety communications in the 24 hours per day, seven days per week Park Police Public Safety Communications Center. Serves in a lead role by monitoring the daily operations and ensuring work is performed in accordance with established policies and procedures. Provides direction to staff on calls requiring emergency or park police assistance; conducts training programs for subordinate staff on communications techniques, systems and equipment. Provides recommendations on operations, procedures and other processes affecting the work program in the Center. When necessary, performs daily tasks of a Public Safety Communications Technician including call taking and dispatching. Some work may be confidential or sensitive. Work contributes to the accuracy, reliability and acceptability of products, services and outputs of functions, operations, programs and serves the public. Applies considerable 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 lead others and to provide and relay information to other Park Police staff. Independently performs various types of analyses, processes, systems and methods to solve a variety of conventional and non-standard problems. Interacts with contacts inside and outside the organization, including the public, to exchange information, coordinate, instruct and guide. Performs other duties, as assigned.

Work is assigned in terms of functional responsibilities, requirements of specific assignments, and anticipated problems. Incumbent independently plans and carries out the work in conformance with established policies and procedures and accepted support practices, resolves problems and deviations commonly encountered in the work by selecting and applying the appropriate guidelines. Incumbent keeps the supervisor informed and brings procedural exceptions and recommendations to the supervisor's attention for guidance or resolution. Work is expected to be accurate, timely and consistent with guidelines. Incumbent is held responsible for results - work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and other related factors.

### Examples of Important Duties:

1. Provides leadership and coordination of daily activities for subordinate staff. Plans, schedules and monitors the daily work program and special projects assigned to staff. Provides technical assistance to resolve problems. Participates in employee interviews/selections, performance evaluations and counseling. Recommends disciplinary actions as needed.
2. Monitors and maintains radio contact and welfare status with Park Police Officers and park volunteers. Monitors officer locations and provides essential situational information to officers (e.g., addresses, hazards, weapons, police reports, subject information, vehicles).
3. Assists in developing and implementing operating policies, protocols and procedures to provide directions to communication personnel. Provides recommendations on operations, procedures and other processes. Participates in testing and makes recommendations regarding systems to be utilized by public safety communications technicians.

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4. Prepares and edits various documents including computer-aided design (CAD) database entries, directed reports, controls, memoranda, correspondence, and other related documents.
5. Coordinates unit activities when involved in major incidents or emergency situations. Coordinates information and provides direction on serious calls involving unique situations for emergency or police assistance.
6. Conducts on-going training to instruct staff on the use of current communications techniques, systems and equipment. Trains new hires to ensure adherence to current communications policies and procedures. Arranges appropriate training for required certification classes. Maintains records of trainings.
7. Assists in monitoring of expenditures and budget for the section, and in preparing budget proposals. Initiates and recommends approval of purchase orders, check requests and payments. Assists with maintaining overtime logs.
8. Maintains records, files and logs (e.g., Maryland Inter-agency Law Enforcement System (MILES), National Crime Information Center (NCIC), radio transmissions). Prepares routine administrative and technical reports and correspondence. Validates information in computer systems (e.g., MILES/NCIC). Conducts periodic inspections, ensuring efficient and effective operation of communications equipment. Assists with NCIC recertification for public safety communications technicians and officers.
9. Maintains knowledge of the public safety communications field and evaluates new methods, technology and programs through the review of technical literature, attendance at conferences and workshops. Participates in interagency committees for the purpose of coordinating and developing programs, resolving problems of mutual interest, and exchanging information. Investigates and resolves complaints involving sensitive issues and problems.
10. Trains new public safety communications technicians according to the communications field training and evaluation program (CFTEP) and documents progress on daily observations reports.
11. When necessary, performs all daily tasks of a fully proficient Public Safety Communications Technician including call taking and dispatching. 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).
12. Participates and successfully completes all required trainings and certifications.

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### Important Worker Characteristics:

A. Considerable 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\*.

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

B. Knowledge of, and skill in assigning or reviewing tasks, setting the pace, and otherwise assisting the supervisor by performing group leader work.

C. Skill in operation of (1) computer and applicable software and systems (e.g., VESTA 911, CAD, MILES, and 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, scanner, fax); and (5) various security software (e.g., Avigilon, True Vision, SIMS, Mastermind, Lenel).

D. 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) provide recommendations and implement plans in a public safety communications setting; (6) calculate fractions, decimals, and percentages; (7) interpret legal terminology; (8) lead staff during serious incidents/sudden emergency situations; (9) organize work efficiently and effectively; (10) direct work of staff; (11) provide courteous service; (12) quickly receive and accurately record information using automated systems; (13) read a map and provide directions to citizens and officers; (14) perform multiple tasks simultaneously; (15) maintain confidentiality; (16) work independently and provide guidance to lower-level technicians and other staff.

E. 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 situations and taking appropriate action under stress.

F. 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 interpreting, reading and writing technical reports and correspondence, effectively communicating with citizens from various backgrounds.

G. Interpersonal skills to interact effectively with contacts in a professional, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member and leader of a team.

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### Minimum Qualifications (MQs):

1. High school diploma or a Certificate of General Educational Development (GED).
2. Four (4) years of responsible and progressively responsible professional and technical experience in law enforcement, public safety communications, or closely related field.
3. An equivalent combination of education and experience may be substituted, which together total four (4) years.
4. Good character (i.e., must pass background investigation).
5. 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.

### 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.