

Salary and Benefits

Montgomery County Government offers a competitive salary and benefits package.

- Salary Range: \$48,618 - \$104,210
- Paid Training
- Potential for 23% salary increase after first year
- Bonus Pay for Trainers
- Medical/ Dental/ Vision/ Life Insurance/ and Prescription Drug Plans
- Pension Retirement
- Paid Holidays, Accrued Sick, Annual, and Compensatory Leave
- Paid Military Leave for Training Purposes (15 days per year)
- Personal Leave
- Pay Differential for Evening and Midnight Shifts
- Multi Lingual Pay upon County Certification
- All Uniform Furnished (cleaning and alteration provided)
- Tuition Assistance for Continuing Education
- Promotional Opportunities
- Employee Assistance Programs
- Medical Catastrophe Benefits/ Workman's Compensation Insurance
- Meal Reimbursement Program
- Credit Union
- Schedule Options
- Cost of Living Wage Adjustment (COLA)
- May advance to "professional level" without degree

Other Positions Within The Communications Center

- Management
- Training Instructor
- Administrative
- Technology
- Quality Assurance

Contact A Recruiter

MC911.Recruitment@montgomerycountymd.gov

240-773-5300

Apply Now

www.JoinMoCo911.com



Montgomery County, Maryland
EMERGENCY COMMUNICATIONS CENTER
Public Safety Headquarters
100 Edison Park Drive
Gaithersburg, Maryland 20878
240-773-5300

JULY 2023

Montgomery County, Maryland

9-1-1

Public Safety Emergency Communications Specialist



"911, A Career That Changes Lives"

This is a challenging and rewarding career that affords the opportunity to provide a vital service to the community. It is a unique responsibility in a fast-paced environment requiring careful attention to detail, multi-tasking, and good communications skills.

The Montgomery County Emergency Communications Center (ECC) is the Public Safety Answering Point (PSAP) for all 9-1-1 calls placed in the County. This Center serves a large and diverse population just north of Washington, D.C. in a county that is considered to be one of the most affluent in the United States. The Public Safety Emergency Communications Specialist (Emergency Call Taker/Dispatcher) obtains location and other pertinent details from the caller to make the initial determination of the level and type of service needed when processing emergency calls for service. Major duties include answering 9-1-1 emergency calls, and dispatching police officers and/or fire rescue personnel to respond to calls using modern computer based Public Safety Communication Systems.

Minimum Qualifications

- Experience: One (1) year of responsible work experience involving public contact.
- Education: Completion of High School or High School Certificate of completion recognized in the State of Maryland.

Abilities Required

- Successfully complete a one (1) year on-the-job training program
- Obtain emergency call taking certifications
- Demonstrate strong communication and customer service skills
- Demonstrate attention to detail
- Multi-task in a fast paced environment
- Perform duties under electronic monitoring to include the recording of all telephone conversations and radio transmissions
- Perform work assignments in a 24/7 work environment to include holidays, weekends, and shifts during days, evenings or midnights
- Accept short notice/ same day schedule changes and work mandatory overtime
- Contain emotions, remain calm, respectful, and professional with challenging callers

Online Application Process

- www.JoinMoCo911.com

Hiring Process

- Computerized Exam
- Qualification Appraisal Interview
- Background Investigation
- Conditional Offer
- Medical/Psychological
- Sit-A-Long
- Final Offer