

Interest Form



**NOW OFFERING A
\$5,000 HIRING BONUS**

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(240) 773 - 5300

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 calls for service. This is a challenging and rewarding career that affords one the opportunity to provide a vital service to the community.

Minimum Qualifications for Public Safety Emergency Communications Specialist

Minimum Experience:

- Ability to provide proof of Graduation from High School or High School Certificate of Completion recognized in the State of Maryland before day one of employment.

Applicants Must Have the Ability to:

- Successfully complete a one (1) year OJT program
- Obtain emergency call taking certification
- 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

Hiring Process:

- Computerized Exam
- Qualification Appraisal Interview
- Background Investigation
- Conditional Offer
- Medical/Psychological Examinations
- Sit-Along at the Emergency Communications Center
- Final Offer

Other Career Opportunities:

- Operations Supervisor
- Training Instructor
- Technology Support
- Quality Assurance
- Administration
- Management



Salary and Benefits

Salary*:	Effective 01/14/24 (3% GWA)	Effective 06/16/24 (3% GWA)
Starting Salary for PSECS I:	\$50,077	\$51,579
Salary range for PSECS II:	\$54,027 - \$84,909	\$55,648 - \$87,456
Salary range for PSECS III:	\$58,578 - \$92,646	\$60,335 - \$95,425
Salary range for PSECS IV:	\$61,041 - \$96,806	\$62,872 - \$99,710
Salary range for Senior PSECS:	\$63,642 - \$101,175	\$66,551 - \$104,210

This position has a very extensive upward mobility career ladder as indicated below:

Employees will receive Proficiency Advancement with a **10% increase in salary** to Public Safety Emergency Communications Specialist (PSECS) II (Grade 17) after achieving check-off as a multi-discipline public safety call taker with at least five (5) months experience as a PSECS I.

Employees will receive Proficiency Advancement with a **10% increase in salary** to Public Safety Emergency Communications Specialist III (Grade 19) after achieving check-off in a single discipline public safety dispatch with at least three (3) months experience as a PSECS II.

Employees will receive Proficiency Advancement with a **5% increase in salary** to PSECS IV (Grade 20) after achieving check-off in all disciplines public safety dispatch with at least twelve (12) months experience as a PSECS III.

Employees will receive Proficiency Advancement with a **5% increase in salary** to Senior Public Safety Emergency Communications Specialist (Grade 21) after 24 months as a PSECS IV.

Benefits*:

- Full salary and benefits from the first day of training
- Pension retirement
- Medical/Dental/Vision/Life Insurance and prescription drug plans
- 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
- Multilingual pay upon certification
- All uniforms furnished (cleaning and alteration provided)
- Tuition assistance for continuing education
- Bonus pay for trainers
- Promotional opportunities
- Employee assistance programs
- Medical catastrophe benefits/Workman's compensation insurance
- Meal reimbursement program
- Credit Union
- Schedule options

*Note: Salary and benefits are subject to change.

