

Interest Form



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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:

- One (1) year of responsible work experience involving public contact.
- Completion of high school or high school certificate of completion recognized by the State of Maryland.

#### 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 07/02/23	Effective 01/14/24 (3% GWA)	Effective 06/16/24 (3% GWA)
Starting Salary for PSECS I:	\$48,618	\$50,077	\$51,579
Salary range for PSECS II:	\$52,453 - \$82,436	\$54,027 - \$84,909	\$55,648 - \$87,456
Salary range for PSECS III:	\$56,872 - \$89,948	\$58,578 - \$92,646	\$60,335 - \$95,425
Salary range for PSECS IV:	\$59,263 - \$93,986	\$61,041 - \$96,806	\$62,872 - \$99,710
Salary range for Senior PSECS:	\$61,788 - \$98,228	\$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 five (5) 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 fourteen (14) 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.

