



www.JoinMoCo911.com

MC911.Recruitment@montgomerycountymd.gov

(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 7/3/22	Effective 6/18/23: \$4,333 GWA
Salary range for PSECS I:	\$44,285 - \$71,288	\$48,618 – \$75,621
Salary range for PSECS II:	\$48,120 - \$78,103	\$52,453 - \$82,436
Salary range for PSECS III:	\$52,539 - \$85,615	\$56,872 - \$89,948
Salary range for PSECS IV:	\$54,930 - \$89,653	\$59,263 - \$93,986
Salary range for Senior PSECS:	\$57,455 - \$93,895	\$61,788 - \$98,228

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*:

- Paid training
- Bonus pay for trainers
- Medical/Dental/Vision/Life Insurance and prescription drug plans
- 401(k) and Deferred Compensation 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
- 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.

